

Manuchar

Manuchar Policy  
Global Whistleblowing



# Global Whistleblowing Policy

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<b>Manuchar Group Company</b>	MNV Belgium
<b>Business Unit or Supporting Service</b>	Legal & Compliance
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## 1. General

Manuchar NV and the Manuchar Group Companies<sup>1</sup> (collectively, “**Manuchar**”) are committed to conducting all aspects of their business in keeping with the highest legal and ethical standards and expect all employees and other persons acting on its behalf to uphold this commitment. Manuchar’s senior management and Board of Directors consider this commitment an integral part of Manuchar’s business practice.

To facilitate this commitment, it is essential that we have a culture of openness and accountability, where everyone feels secure in seeking advice and raising concerns. This will enable us to detect and prevent breaches of Manuchar’s policies, procedures, and legal and regulatory obligations and – if breaches do occur – to address them swiftly and effectively.

### 1.1. Purpose

In accordance with this commitment, Manuchar has established a framework of policies, procedures, and systems and controls in relation to reporting concerns (or ‘whistleblowing’), which includes (and is described within) this Whistleblowing Policy (the “**Policy**”), (collectively, the “**Whistleblowing Framework**”).

This Policy is designed to:

- (a) **encourage you** to speak up and report actual or suspected wrongdoing as soon as possible, in the knowledge that your concerns will be taken seriously, investigated as appropriate, and that your confidentiality will be respected;
- (b) **guide you** through when and how to speak up and raise concerns; and
- (c) **reassure you** that you should feel able to raise genuine concerns without fear of retaliation or reprisals, even if they turn out to be mistaken.

### 1.2. Scope

#### **Who does this Policy apply to?**

This Policy applies to all persons with a past, current, or prospective working relationship with Manuchar at any level, including directors, officers, employees, consultants, (sub)contractors, casual and agency staff, representatives or agents, volunteers, (paid or unpaid) interns, trainees, secondees and other associated persons providing services for or under the direction of Manuchar. For the purposes of this Policy, we refer to all of the above collectively, as “Personnel”.

This Policy, Manuchar’s Whistleblowing Framework, and their protections are also available to external parties (e.g., customers, suppliers) wishing to raise a concern involving Manuchar.

This Policy applies worldwide and is applied in accordance with local laws and regulations. If a conflict does arise between this Policy and any local law or regulation, the local law and regulation will prevail. In some countries specific laws associated with whistleblowing may exist. Personnel who would like more information on any applicable local legal requirements and resources should visit the local chapter of the Policy.

This Policy and our Whistleblowing Framework does not apply to third parties (including Manuchar customers) who have customer service complaints. Third parties with such complaints should refer instead to their usual contact commercial person.

#### **What matters should be reported?**

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<sup>1</sup> “Manuchar Group Companies” refers to the companies in which Manuchar NV or a Manuchar Parent Company (Manuchar Group BV or LSF11 Magpie Topco S.à r.l.) holds -directly or indirectly- at least 50% of the shares or at least 50% of the economic interests.

This Policy and our Whistleblowing Framework are intended to enable reporting of concerns about actual, potential, or suspected wrongdoing or breaches of applicable laws, regulations, and breaches of Manuchar policies and procedures.

It is impossible to provide an exhaustive list of reportable concerns, but broadly speaking we expect Personnel to report in good faith whenever actual or suspected misconduct or violations involving any of the following has occurred, is occurring, or is likely to occur:

- Criminal offences (including but not limited to: fraud, embezzlement, misuse of assets, forgery of documents, accounting manipulation, tax evasion, bribery, corruption, money laundering, terrorist financing)
- Violations of Manuchar's Code of Conduct
- Conflicts of interests
- Competition law breaches (e.g., unfair competition practices)
- Breaches of occupational health and safety laws
- Serious workplace conflicts such as severe bullying, harassment, discrimination, physical violence, threats and sexual abuse
- Any other violations of Manuchar's policies and procedures
- Any other violations of applicable laws or regulations, including (but not limited to) EU laws in relation to:
  - public procurement;
  - product safety and compliance;
  - transport safety;
  - protection of the environment;
  - radiation protection and nuclear safety;
  - food and feed safety, animal health and welfare;
  - public health;
  - consumer protection;
  - protection of privacy and personal data and cybersecurity;
  - the fight against tax fraud and social fraud;
  - financial services, products and markets, and the prevention of money laundering and terrorist financing.
- Breaches relating to the financial interests of the EU; and
- Breaches relating to the internal market of the EU.

It may not always be clear that particular conduct or facts correspond to the above categories. If you are uncertain whether something is within the scope of this Policy, seek advice from the Chief Compliance Officer or senior management.

You should raise all concerns related to matters outlined in this Policy, regardless of your own judgment of their merit.

### ***When you should not use Manuchar's Whistleblowing Framework?***

Do **not** use this Policy or our Whistleblowing Framework to report:

- Events that pose an **immediate threat to life or health** – if you need urgent help, please contact your local public emergency services.
- **Minor or personal work-related grievances** (e.g., interpersonal workplace conflicts, decisions regarding your employment) – these sorts of concerns should be raised with your manager or the member of the HR team, who will be better able to address them, or, in serious cases, to escalate the report to an appropriate Compliance contact.
- **Customer service complaints** – third parties with such complaints should refer to their usual commercial contact person.

Anyone who makes false allegations maliciously or with a view to personal gain, will be subject to disciplinary action, up to and including termination.

## Definitions

For purposes of this Policy the following definitions should be considered.

Glossary	
<b>Personnel</b>	All persons with a past, current, or prospective working relationship with Manuchar at any level, including directors, officers, employees, consultants, (sub)contractors, casual and agency staff, representatives or agents, volunteers, (paid or unpaid) interns, trainees, secondees and other associated persons providing services for or under the direction of Manuchar.
<b>Third parties</b>	External parties (e.g., customers, suppliers) wishing to raise a concern involving Manuchar.
<b>Whistleblowing</b>	The act of reporting of concerns about actual, potential, or suspected wrongdoing or breaches of applicable laws, regulations, and breaches of Manuchar policies and procedures.
<b>Whistleblowing Platform</b>	The Manuchar whistleblowing platform is managed by the external provider Whistleblowing Software and can be reached by clicking this <a href="#">link</a> .

### 1.3. Manuchar Code of Conduct

The [Manuchar Code of Conduct](#) requires us to report unethical and/or non-compliant behaviour. requires us to report unethical and/or non-compliant behaviour.

### 1.4. Consequences if Non-Compliant

Failure to speak up or comply with this Policy could expose both Manuchar and individuals involved to severe sanctions if the underlying conduct involves illegal or unethical activities, including:

- criminal and civil fines;
- imprisonment for individual violators; and
- restrictions or revocation of relevant licenses or approvals and/or the imposition of other bars or restrictions on Manuchar's business or operations.

Failure to speak up or comply with this Policy may also have damaging practical consequences, including:

- harm to reputation and commercial relationships;
- restrictions in the way we can do business;
- costly and time-consuming internal investigations; and/or
- being required to defend against government investigations and enforcement actions.

Anyone who violates this Policy or permits another person to violate it may be subject to disciplinary action, up to and including termination.

## 2. Company commitments

### 2.1. General requirements

#### A. How to speak up?

All Manuchar Personnel are required to report known or suspected violations of this Policy through one of the following methods detailed below. You are welcome to raise your concern in the format most

comfortable or convenient to you. Personnel who submit genuine concerns in good faith will be protected from retaliation under the Policy. Moreover, reporting Personnel may under the applicable local laws and regulations be protected against retaliation and have access to support measures. Personnel who would like more information on applicable protection and support measures under local laws and regulations should visit the local chapter of the Policy.

While we recognize and respect your legal right to raise any concerns to external bodies in line with all applicable laws and regulations, we strongly encourage personnel and any third parties to speak up internally in the first instance using the various reporting channels of the Manuchar Whistleblowing Framework, described below. Doing so can lead to the concern being addressed more quickly and effectively.

## Reporting Methods

	<b>Internal Report to Manager</b>	You can report directly to your Manager or (direct or indirect) supervisor. If you feel that your complaint requires escalation, you can escalate to the Country or Region Manager.
	<b>Whistleblowing Platform</b>	You can report a concern on our external <a href="#">Whistleblowing Platform</a> . While using the Whistleblowing Platform you can choose to report confidentially or to remain anonymous.
	<b>Email the Compliance Department</b>	You can email a report or concern to the Compliance Department on <a href="mailto:compliance@manuchar.com">compliance@manuchar.com</a> . Ensure that your email subject contains the word "CONFIDENTIAL". If your concern relates to, or involves, the Chief Compliance Officer, this should be raised with the CEO or any other member of the Manuchar Group Executive Committee.
	<b>Mail the Compliance Department</b>	You can mail a report or concern to the Compliance Department by sending a letter to Manuchar – attn. Compliance Department, Rietschoorvelden 20, B-2170 Merksem, Belgium. Ensure that your envelope contains the word "STRICTLY CONFIDENTIAL". If your concern relates to, or involves, the Chief Compliance Officer, the letter should be addressed to the attention of the CEO or any other member of the Manuchar Group Executive Committee.

## Information and content

To help Manuchar to address your concerns efficiently, you should provide as many facts and details as you can. The more information we have, the better and faster our assessment and response. Please try to include:

- A clear description of the facts or concern;

- Details of the source(s) of the information that gave rise to the concern;
- Dates, locations, and where possible the names of relevant business unit(s), affiliate(s), and person(s), with any other necessary and relevant information;
- Examples of the misconduct or breach in question;
- Where necessary and/or possible, legally-obtained documents that may be relevant to the concern; and
- If possible, details of whether you have already discussed the situation with someone else (and if so, when, where, and with whom).

### ***Speaking up anonymously***

While concerns may be raised or reported anonymously, Manuchar encourages you to identify yourself so that we can look into the matter more easily, effectively and efficiently, protect you against any retaliation or reprisals, and request further information to assist any subsequent investigation and provide you with feedback, in accordance with applicable laws.

We understand that in some cases those speaking up may be worried about possible reprisals if their identity is revealed, and we assure you that - as explained in more detail below - using our Whistleblowing Framework in good faith will enable appropriate measures to be taken to safeguard your identity, preserve confidentiality and protect you from retaliation or reprisals.

## **B. What happens after you speak up?**

### ***Investigation***

All reports will be taken seriously and will be reviewed promptly by the Compliance Department to determine an appropriate course of action, which may include further investigation into the misconduct concerned. You will receive confirmation of the receipt of your report within **seven days** and a further feedback on the steps planned, or taken, within **three months** of the confirmation of receipt.

Any resulting investigations will be conducted, confidentially, impartially, by competent persons without any conflict of interests in relation to the matter, and in accordance with all applicable laws and policies, including the Investigation Policy. In some cases, where it is necessary or appropriate, we may engage a reliable third party or external professional adviser, such as a law firm, to assist with the investigation.

### ***Reporting***

The results of any investigation will be reported to senior management or the Board of Directors as appropriate to ensure proper and timely resolution, and may be reported to any authorities as required.

### ***Communication***

Manuchar aims to keep those who speak up informed on the progress of the investigation and its likely timeline. However, sometimes the need for confidentiality or applicable laws may limit the nature or extent of the information we can disclose about an investigation or actions taken. Any communications and feedback about the investigation must be treated as confidential.

If you are not satisfied with the way in which your concerns have been handled:

- you can raise this with a line manager, alternative senior manager (who may refer the matter to the Chief Compliance Officer), or directly with the Chief Compliance Officer, as appropriate; or
- (where appropriate) you can raise the matter to the relevant authority in your country. You can find additional information in the local chapter of the Policy.

## **2.2. Policy objectives**

## A. Confidentiality

Manuchar treats all reporting of actual or suspected misconduct as confidential. Manuchar will disclose the reports only to necessary individuals to ensure that the issues raised are properly reviewed and addressed.

We will take all necessary steps to protect your identity, consistent with our legal obligations under applicable laws and regulations.

## B. Prohibition on retaliation

Anyone who seeks advice or raises a concern in good faith relating to (actual or suspected) misconduct in accordance with this Policy is doing the right and necessary thing and will be protected from retaliation or detrimental treatment connected with raising a concern.

We do not tolerate any retaliation against or detrimental treatment of anyone who speaks up in good faith or assists them in doing so (whether actual or threatened, direct or indirect, or active or passive).<sup>2</sup>

Manuchar strictly prohibits retaliation against such persons. Retaliation constitutes a violation of this Policy and may result in disciplinary action, up to and including termination.

Personnel who believe that they have (or anyone else has) suffered any such treatment, should inform the Chief Compliance Officer or senior management immediately.

As mentioned above, reporting Personnel may under the applicable local laws and regulations be protected against retaliation and have access to support measures. You may find additional information in this respect in the local chapter of the Policy. Furthermore, local laws and regulations will sometimes also protect third parties, such as facilitators (e.g., a colleague who assists Personnel in finding evidence) or third persons who are connected with the reporting Personnel and who could suffer retaliation in a work-related context (e.g., relatives of the reporting person).

## C. Reporting to external bodies

The aim of this Policy is to provide an internal mechanism for reporting, investigating and remedying wrongdoing in the workplace. In most cases Personnel should not find it necessary to alert anyone externally.

Local laws may provide for means to report through external reporting channels. You should find more information on these external reporting channels, if any, through the local chapter of the Policy. Although we of course recognise any rights under local legislation to report through external channels, we encourage you to report any concerns to us in the first instance or in parallel, to enable these concerns to be addressed more quickly.

It will very rarely, if ever, be appropriate to raise concerns publicly. Provided that you acted in good faith, you may however be protected against retaliation if (a) you first reported through the internal reporting channels of the Manuchar Whistleblowing Framework and the external reporting channels (if any), or directly externally, but no appropriate action was taken in response to the report within the timeframe referred to in the Investigation Policy, or (b) you have reasonable grounds to believe that: (i) the breach may constitute an imminent or manifest danger to the public interest, such as where there is an emergency situation or a risk of irreversible damage; or (ii) in the case of external reporting, there is a risk of retaliation or there is a low prospect of the breach being effectively addressed.

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<sup>2</sup> This includes the reporting person's relatives and companies owned by, instructing, or otherwise connected to Whistleblowers are eligible for protection under this Policy as well

## D. Record keeping

Manuchar maintains records of reports pursuant to this Policy in accordance with applicable laws and in compliance with applicable confidentiality and data privacy requirements.

## 3. Implementation requirements

### 3.1. Accountability

1 <sup>st</sup> Line Functions and Accountability Management	
Manuchar Personnel	Speak up – raise concerns – if you see something, say something
Manager	Support an open debate culture and encourage team members to speak up
2 <sup>nd</sup> Line Functions and Accountability Management	
Chief Compliance Officer	Creation of the Policy and overall management of whistleblowing programs
Executive Committee	Approval and support of the principles of the Policy
Group Compliance	Communication on the whistleblowing methods and training on the Policy
3 <sup>rd</sup> Line Functions and Accountability Management	
Internal Audit	Conduct independent review to provide assurance that the Policy is being adhered to.

## 4. Monitoring and measurements

This Policy will be regularly reviewed by the Chief Compliance Officer to ensure the principles of the policy are implemented.

The Chief Compliance Officer is responsible for reporting to Manuchar's Audit & Risk Committee. In relation to the operation and effectiveness of Manuchar's whistleblowing systems and controls on an annual basis or more frequently if required. Any such reports will maintain the confidentiality of individual whistleblowers.

## 5. Contact information

For questions or more information about this Policy, please contact the Compliance Department at:

**Email:** [compliance@manuchar.com](mailto:compliance@manuchar.com)

**Post:** Manuchar NV, Attn. Chief Compliance Officer, Rietschoorvelden 20, B-2170 Merksem, Belgium

## Annexes

### Annex I: Belgian Chapter

# Global Whistleblowing Policy

## Belgian Chapter

<b>Author(s)</b>	Chief Compliance Officer
<b>Manuchar Group Company</b>	MNV Belgium
<b>Business Unit or Supporting Service</b>	Legal & Compliance
<b>Scope</b>	Corporate/ all Manuchar NV / all employees and external stakeholders
<b>Related standard(s) and guideline(s)</b>	N/A
<b>Related procedure(s) and work instructions(s)</b>	N/A
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## 1. INTRODUCTION

We refer to our Global Whistleblowing Policy (the “**Policy**”) that applies worldwide to all Personnel<sup>3</sup>.

The Policy is drafted in accordance to the [Belgian Law of 28 November 2022](#) concerning the protection of persons who report breaches of Union law or national law within a legal entity in the private sector (the “**Belgian Whistleblower Act**”), which transposed [EU Directive 2019/1937](#) of the European Parliament and of the Council of 23 October 2019 on the protection of persons who report breaches of Union law.

As stated in the Policy, in case of a conflict between the Policy and any applicable local laws or regulations, such as the Belgian Whistleblower Act, the local laws and regulations will prevail.

## 2. RELEVANCE AND PURPOSE OF THE BELGIAN CHAPTER

The Belgian Chapter is relevant to Personnel involved in Manuchar NV or the Belgian Manuchar Group Companies (the “**Belgian Personnel**”).

Its purpose is to provide information on the Belgian Whistleblower Act, the legal protection of reporting persons (the “**whistleblowers**”) thereunder (as referred to in Section 2.2.B. of the Policy) and the possibility to report through external reporting channels (as referred to in Section 2.2.C. of the Policy).

You should note that the purpose of the Belgian Chapter is purely informative and that no rights can be derived therefrom. It is by no means intended to be exhaustive or legally binding.

## 3. MATERIAL SCOPE OF THE BELGIAN WHISTLEBLOWER ACT

The Belgian Whistleblower Act applies to reports about the following breaches:

- (a) breaches that concern the following areas:
  - (i) public procurement;
  - (ii) financial services, products and markets, and the prevention of money laundering and terrorist financing.
  - (iii) product safety and compliance;
  - (iv) transport safety;
  - (v) protection of the environment;
  - (vi) radiation protection and nuclear safety;
  - (vii) food and feed safety, animal health and welfare;
  - (viii) public health;
  - (ix) consumer protection;
  - (x) protection of privacy and personal data and cybersecurity;
  - (xi) prevention of tax fraud;
  - (xii) prevention of social fraud;
- (b) breaches relating to the financial interests of the EU; and
- (c) breaches relating to the internal market of the EU.

Although exceptions may exist, the protection of certain whistleblowers under the Belgian Whistleblower Act and the possibility to report through external channels generally apply to whistleblowers who report about the above mentioned breaches.

## 4. LEGAL PROTECTION

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<sup>3</sup> As defined in the Global Whistleblowing Policy.

Whistleblowers qualify for protection under the Belgian Whistleblower Act<sup>4</sup>, provided that:

- (i) they had reasonable grounds to believe that the information on breaches reported was true at the time of the reporting and that such information fell within the scope of the Belgian Whistleblower Act;
- (ii) they reported either internally through the internal reporting channels (see Manuchar's Whistleblowing Framework) or externally through the appropriate external reporting channels (see Section 5 of this Belgian Chapter), or made a public disclosure in accordance with article 19 of the Belgian Whistleblower Act.<sup>5</sup>

Facilitators or third persons who are connected with the whistleblowers are also protected under the Belgian Whistleblowing Act provided that they had reasonable grounds to believe that the whistleblower fell within the scope of the Belgian Whistleblower Act.

More specifically, any form of retaliation against whistleblowers under the Belgian Whistleblower Act is prohibited, including threats of retaliation and attempts of retaliation including in particular in the form of:

- (a) suspension, lay-off, dismissal or equivalent measures;
- (b) demotion or withholding of promotion;
- (c) transfer of duties, change of location of place of work, reduction in wages, change in working hours;
- (d) withholding of training;
- (e) a negative performance assessment or employment reference;
- (f) imposition or administering of any disciplinary measure, reprimand or other penalty, including a financial penalty;
- (g) coercion, intimidation, harassment or ostracism;
- (h) discrimination, disadvantageous or unfair treatment;
- (i) failure to convert a temporary employment contract into a permanent one, where the worker had legitimate expectations that he or she would be offered permanent employment;
- (j) failure to renew, or early termination of, a temporary employment contract;
- (k) harm, including to the person's reputation, particularly in social media, or financial loss, including loss of business and loss of income;
- (l) blacklisting on the basis of a sector or industry-wide informal or formal agreement, which may entail that the person will not, in the future, find employment in the sector or industry;
- (m) early termination or cancellation of a contract for goods or services;
- (n) cancellation of a licence or permit;
- (o) psychiatric or medical referrals.

Should you feel that you were victim of (threats of) retaliation or attempts of retaliation, different measures of protection and support exist. More information in this respect can be obtained through FIRM - IFDH (*Federaal Instituut voor de bescherming en de bevordering van de Rechten van de Mens/Institut Fédéral pour la Protection et la Promotion des Droits Humains*):

FIRM – IFDH

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<sup>4</sup> Certain whistleblowers may also be protected under other laws.

<sup>5</sup> Article 19 provides protection for whistleblowers who made a public disclosure, if any of the following conditions is fulfilled: a) the whistleblower first reported through the internal reporting channels and the external reporting channels, or directly through the external reporting channels, but no appropriate action was taken in response to the report within the appropriate timeframe, or (b) the whistleblower has reasonable grounds to believe that: (i) the breach may constitute an imminent or manifest danger to the public interest, such as where there is an emergency situation or a risk of irreversible damage; or (ii) in the case of external reporting, there is a risk of retaliation or there is a low prospect of the breach being effectively addressed.

Leuvenseweg  
1000 Brussels  
Telephone: 0479 88 57 23  
E-mail: [info@firm-ifdh.be](mailto:info@firm-ifdh.be) or [kl-la@firm-ifdh.be](mailto:kl-la@firm-ifdh.be)

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## 5. EXTERNAL REPORTING CHANNEL

As mentioned in the Policy, we encourage all Personnel to report through Manuchar's Whistleblowing Framework.

Whistleblowers under the Belgian Whistleblowing Act may however also choose to report through the external reporting channels. Reports can be made up to the "Federale Ombudsman" who will refer the report to the competent authorities.

Federale	Ombudsmannen
Leuvenseweg	48
1000	Brussels
Telephone: 0800 99 961 (free number) – International calls : +32 2 289 27 27	
E-mail: <a href="mailto:contact@federaalombudsman.be">contact@federaalombudsman.be</a>	

## 6. PROCESSING OF PERSONAL DATA

Any processing of personal data collected further to the reporting under the Belgian Whistleblower Act, including the exchange or transfer of personal data, shall be done in accordance with Regulation (EU) 2016/679 and the legal provisions on the protection of natural persons with regard to the processing of personal data.

For further details, see our [Manuchar Privacy Statement Employees](#).

## 7. MORE INFORMATION

For questions or more information about the Global Policy or the Belgian Chapter, please contact the Compliance Department at:

**Email:** [compliance@manuchar.com](mailto:compliance@manuchar.com)

**Post:** Manuchar NV, Attn. Chief Compliance Officer, Rietschoorvelden 20, B-2170 Merksem, Belgium