

# Supplier Code of Conduct



## Introduction

The H&H Group (the Group) recognises that our mission of making people healthier and happier requires us to consider the relationship between products, people, business performance and the planet.

We recognise that our company is a global citizen and therefore has a social responsibility to the planet and to the people who inhabit it, now and in the future. We want to make a positive impact on society, community, and the environment through our global value chain and footprint.

A culture of positive impact guides how we conduct ourselves in business and is critical to being part of the H&H extended family.

We are committed to ensuring our procurement practices are transparent, fair and responsible, and to aligning with suppliers who are similarly committed to operating sustainably for the benefit of future generations. This Supplier Code of Conduct (Code) outlines the behaviours we expect our suppliers to strive for as well as the expectations they should have of their own respective supply chains. Every contributor and stage of our value chain is equally important and valued.

Globally, H&H Group will comply with all respective laws of the countries and regions in which we conduct business. This includes the territories in which our supply partners do business also and it is expected that our suppliers will be equally committed to this.

Suppliers are expected to self-assess their compliance with the Code and take timely action to correct any deficiencies or breaches identified by an audit, assessment, inspection, investigation or review.

Suppliers are encouraged to raise any concerns and seek clarification on any elements of the Code with the relevant relationship manager.

If requested by the Group, Suppliers must provide evidence and confirmation of their compliance with the Code, including the provision of documents and records to support compliance. Suppliers are expected to support the Group in reviewing compliance with the Code.



## Scope

This policy applies to business units of the Group engaged in sourcing and purchasing of products across all H&H brands and product categories, the suppliers including upstream supply chain, raw materials suppliers, manufacturing and packaging suppliers. It is the responsibility of indirect suppliers to disseminate, educate and exercise due diligence in implementing requirements equivalent or similar to the Standard.

## Our Goals

The following goals were developed to give us direction on where and how we can operate more sustainably and have the greatest positive impact. They provide a filter for decision making and strategic thinking. They influence the principles of the Code and reinforce the 'why' that sits behind our behaviours and the decisions we make every day in business.



## 1. THE STORY OF GOOD HEALTH

We advocate & educate to share the benefits of a healthy lifestyle, spread wellness, and team up with like-minded partners

We invest in activities that help people to live healthy lives and promote wellbeing for all ages through the pillars of mind, nutrition, and movement.

We create products that contribute to the health and wellbeing of consumers worldwide.

We build a healthier and happier world, by cooperating with partners and suppliers that share our values regarding people and sustainability.

## 2. OUR FOOTPRINT ON THE PLANET

We use resources efficiently and act on climate change to preserve our environment for future generations.

We aim to achieve economic growth whilst engaging in sustainable procurement practice and protecting the ecosystems on which we rely for raw ingredients.

We provide consumers with information through standards and labels to ensure traceability and transparency.

We will use resources more efficiently, be mindful of our carbon footprint and make conscious decisions to reduce and offset our emissions.

## 3. HONOURING HUMAN RIGHTS & FAIRNESS

We protect human rights as the foundation of health and happiness

We will work to ensure that individuals touched by our business are granted basic rights and fundamental freedoms to which all humans are entitled to.

We will respect and enhance human life in our workplaces.

We will put in place formal and informal structures to reduce inequalities and eliminate discrimination.



## Business Practices

The Group is committed to high standards of professionalism, honesty and ethical business practices; thus it is important that our supply partners operate accordingly, ethical business include the following aspects:

All supply partners should conduct themselves professionally, fairly and with integrity in all their dealings and relationships. The Group has a zero tolerance towards corrupt conduct which can take on many forms including (but not limited to) conflicts of interest, taking or offering bribes, dishonestly using influence, blackmail, fraud, inaccurate business records, theft, embezzlement, tax evasion, illegal political contributions, forgery, nepotism, collusion, cartels, insider trading, corruption and favouritism.

The Group and its supply partners have a duty to be vigilant and take an active role in the detection and prevention of any type of unprofessional behaviour, including behaviour that threatens cyber security.

### Privacy & Intellectual Property

Suppliers should safeguard and make only appropriate use of confidential information and ensure that all employees' and business partners' privacy and valid intellectual property rights are protected.

### Disclosure of Information

All business dealings should be transparently performed and accurately reflected on Participant's business books and records. Information regarding in particular country labour, health and safety, environmental practices, business activities, structure, financial situation and performance is to be disclosed in accordance with applicable regulations and prevailing industry practices. Falsification of records or misrepresentation of conditions or practices in the supply chain is unacceptable.

# Business Practices

## Business Resilience

Across the Group we operate and conduct business with integrity, ensuring we maintain the trust of healthcare professionals, customers, partners and the communities we serve. We are committed to building authentic leadership as well as trust and confidence in the longevity of our business with stakeholders.

Operating with integrity means being true to our heritage, understanding our risks, seizing opportunities to strengthen the H&H brand and strategy into the future, engaging policymakers and regulators to build a robust and fair operational framework, and complying with those frameworks.

The H&H Group takes a holistic and coordinated approach to risk, emergency and crisis management, business continuity and recovery. This approach ensures the safety and welfare of people, protection of the Group's assets and brand and maintenance of critical services in the event of a major incident, emergency or crisis affecting the Group.

## Sub-contracting

There should be no sub-contracting unless previously agreed by The Group which will not in any case release the supplier from its responsibilities regarding this Standard.

### We expect our suppliers to:

- **comply with all relevant national and local legislation in regard to bribery, corruption, anti-trust, fair competition, and other prohibited business practices including implementing policies and reporting breaches appropriately;**
- **comply with all relevant national and local legislation in regard to insurance;**
- **manage risk, governance and compliance;**
- **implement and maintain a grievance management process for employees and suppliers;**
- **implement and maintain a whistle-blower policy or equivalent process that prohibits retaliation or victimisation to whistle-blowers; and**
- **implement and maintain a documented business continuity plan.**

# Research & Training

## Research and Development

It's important that our Partners are committed to investing in direct and indirect sustainability projects. Whether that be with the intent to improve or maintain the sustainable sourcing of materials associated with their products or to proactively work with their community on relevant local initiatives.

## Training and Development

It is important that all businesses with whom we work have some form of structured or unstructured training, which is not limited to inductions, on the job training, qualification training, policy training and behavioural training.

We expect our suppliers to:

- **Where possible, invest in research and development that is in the best interests of the community; and**
- **maintain a robust process that tracks and addresses all forms of training.**





# Responsible Sourcing

## Human Rights & Freely Chosen Employment

It is important that every person who touches our business is treated with respect and dignity and as part of the greater human family of which we are all equally valued members. As such, we believe that each person should be granted basic human rights and freedoms.

The term “child labour” should not be confused with “youth employment” or “student work.” Child labour is a form of exploitation that is recognised by the United Nations as a violation of a human right.

Child Labour is defined as:

- All forms of slavery — including the trafficking of children, debt bondage, forced and compulsory labour, and the use of children in armed conflict;
- The use, procuring or offering of a child for illicit activities;
- Work which is likely to harm the health, safety or morals of the child as a consequence of its nature or the circumstances under which it is carried out.

Forced, bonded (including debt bondage) or indentured labour; involuntary or exploitative prison labour; slavery or trafficking of persons shall not to be used. This includes transporting, harbouring, recruiting, transferring or receiving persons by means of threat, force, coercion, abduction or fraud for labour or services.

## Working Hours, Wages and Benefits

Working hours for suppliers’ employees will not exceed the maximum set by the applicable national law or ILO Standard. All overtime shall be voluntary. Compensation paid to employees will comply with applicable national wage laws and ensure an adequate standard of living. Unless otherwise provided by local laws, deductions from basic wages as a disciplinary measure will not be permitted (this does not exclude the entitlement of damages on a contractual or legal basis).

## Freedom of Association

Suppliers will be committed to an open and constructive dialogue with their employees and workers’ representatives. In accordance with local laws, suppliers will respect the rights of their employees to associate freely, join labour unions, seek representation, join works councils and engage in collective bargaining. Suppliers will not disadvantage employees who act as workers’ representatives.

## Diversity and Inclusion

Diversity and inclusion should sit at the heart of our suppliers’ values and be central to their objectives. It is important to be committed to building a workforce that is representative of the communities in which our suppliers operate. Organisational culture should be based on mutual respect, teamwork and diversity of thought in the workplace as all workplaces are diverse in work background, experience, education, age, gender, race, national origin, physical abilities, religious belief, sexual orientation, gender identity, and other real and perceived differences.

# Responsible Sourcing

## Raw Material Procurement

The Group is committed to working with our supply chain to ethically source raw materials with considerations such as human rights, labour, health and safety laws and the environment always front of mind. We think it is important to help people realise their full potential. Consistent with this goal, it is important that our Partners responsibly harvest, extract and transport our raw materials in a way that ensures that all the materials and communities from which they are sourced can realise their full potential.

It's important that the intention of our suppliers is to ensure all materials associated with their products are responsibly sourced. Where possible it is important that materials are independently certified as responsibly sourced.

## Animal Welfare

Whilst our focus as an organisation is on making people healthier and happier, we care about all life as contributors to the sustainable future of our collective ecosystem. The Group therefore supports the ethical and humane treatment of animals.

### We expect our suppliers to:

- **respect and champion human rights in all activities in accordance with the United Nations Universal Declaration of Human Rights;**
- **comply with all relevant national and local laws and regulations in relation to employment practices, human rights, harassment and bullying;**
- **provide fair wages and working conditions to all employees including equal pay for equal work, adequate rest periods, sufficient leave, freedom of association and collective bargaining;**
- **assist the Group in meeting any of its reporting obligations relating to sustainability and modern slavery under applicable regulations;**
- **have employment practices that do not discriminate on the ground of criteria such as race, colour, religion, sex, age, physical ability, maternity, religion, ethnicity, physical conditions or political views;**
- **ensure that any animals involved in the goods or services provided to The Group are treated humanely and according to laws and regulations**
- **inform us of any testing of products and/or ingredients on animals**



# Health, Safety & Quality

## Team Member Health & Safety

A safe work environment is of paramount importance and must always be a top priority. It is the responsibility of all team members within the Group, and those who work for organisations within in our supply chain, to ensure risks to health and safety in the workplace are appropriately and sufficiently minimised.

Our culture of wellness is founded on a fundamental belief that the way we live our lives, and the choices we make, directly impact the joy we experience. Being true to our purpose of making people healthier and happier requires us, at a minimum, to look after the health and safety of our people.

Creating a safe work environment is important and critical to the long-term success of the business relationships with our partners. It can:

- Minimise injury and illness in the workplace;
- Assist in retaining healthy, happy and productive staff; and
- Ensure compliance with legal obligations and employee responsibilities.

As a supplier to the Group it is important for you to implement health and safety practices in your workplace. To ensure an effective health and safety system, we encourage an open culture where all team members feel comfortable to discuss health and safety hazards, incidents, near misses and challenges.

Your legal obligations to health and safety may vary according to circumstances and geographical location, however it is of paramount importance that you are compliant with your local safety standards. Our partners who make the decisions about how a task is carried out share responsibility for the implications of those decisions.

## Quality Assurance

Quality is paramount to our vision. We seek the best ingredients from across the globe to ensure we provide the best products possible for our consumers. We manufacture using world-class techniques and put our products through rigorous testing.

**We expect our suppliers to:**

- **Implement and monitor a quality management system;**
- **conduct regular reviews of product designs and production processes;**
- **comply with all laws and regulations relating to product safety and quality;**
- **report safety and quality challenges to the Group as appropriate;**
- **provide safe work premises including risk assessment, management and OH&S policies;**
- **comply with all relevant national and local safety legislation, including but not limited to workplace and operational health and safety as well as local transport safety; and**
- **cover any treatment costs or health insurance fees linked to work-related injuries or illnesses in accordance with local worker compensation laws.**

# Global Citizenship

## Environmental Footprint

The Group is committed to acting in the best interests of the planet and the people of future generations. We are focused on continual improvement of our environmental management and reducing our footprint on the planet whilst creating positive social impacts in the communities in which we operate.

It's important that our supply partners are committed to investing in the communities in which they operate, and deliver on their corporate social responsibility, however we do not have specific expectations in regard to community investment.

## Community Education and Health

The H&H Group is leading a journey of wellness. We chose this name – Health & Happiness – because we have a fundamental belief that the way we live our lives, and the choices we make, directly impact the joy we experience.

We believe we have a role to inspire wellness. We do that not only through our brands and our products but also through community education, in-kind support and funding of programs that work towards better health outcomes that are important for the community.

### We expect our suppliers to:

- **Implement and maintain an environmental management system or similar process to measure, manage and minimise adverse environmental impacts including:**
- **Non-renewable energy consumption**
- **Waste management**
- **Water management**
- **Greenhouse Gas Emissions minimisation**

# Thank you

**Thank you for committing to this code of conduct. The H&H Group will work together with suppliers to support them in abiding by this Code of Conduct and making continual improvement in relation to the areas identified.**

**We look forward to taking the wellness journey with you and building a healthy and productive partnership.**

**We are confident that by working together we are building a sustainable future.**

## References:

// International Labour Standards (ILO) <http://www.ilo.org/public/english/standards/norm/whatare/fundam/index.htm.ilo.org>

// FLA Code of Conduct: <http://www.fairlabor.org/>

// United Nations Global Compact <http://www.unglobalcompact.org>

// Universal Declaration on Human Rights <http://www.un.org/en/universal-declaration-human-rights/index.html>

// ILO Convention 155 Occupational Safety and Health Convention [https://www.ilo.org/dyn/normlex/en/f?p=normlexpub:12100:0::no:p12100\\_instrument\\_id:312300](https://www.ilo.org/dyn/normlex/en/f?p=normlexpub:12100:0::no:p12100_instrument_id:312300)

// OHSAS 18001 Occupational Health and Safety