



SISTERNA<sup>®</sup>

Supplier Code of Conduct



## INTRODUCTION

Sustainability is an important topic in our business, we are committed to remain a reliable supplier for our customers and an attractive, safe and caring workplace for our employees.

Sustainability is a journey, not a destination as we promote and sell sucrose esters which are produced with sucrose, from beet and cane, and fatty acids from palm and coconut oil we need to work on making our products more sustainable every time. Sustainability is at the core of our values and we expect our suppliers to fully understand, align and partner with us to achieve our stated objectives.

Corporate social responsibility comes in many forms. Our company has a strong reputation for integrity and ethical conduct and our name and the responsibility for making sure that our customers trust us lies with products are trusted everywhere around the world. Because our success is so closely related to our reputation, it is up to all of us to keep it strong. every one of us, every day.

Suppliers are encouraged to continuously improve their performance by implementing measures that go beyond legal requirements and industry standards, aiming for sustainability and social responsibility.

By adhering to this Supplier Code of Conduct, suppliers demonstrate their commitment to ethical business practices, social responsibility, and sustainable development.

If the supplier code of conduct is not honored, we will enter into discussions with the parties involved and offer assistance where necessary. If improvement does not occur, the necessary measures will be taken.

The most current version of the Supplier Code of Conduct can be found on the website [www.sistema.com](http://www.sistema.com).

Sincerely,



Miranda Huppertz & Christel Wouters  
Managing Directors Sistema BV

“ We aim to be a reliable supplier for our customers, a good partner to our parent company, an attractive, safe and caring workplace for our employees and a supplier of products with an eye for the environment. ”

## Principles

Sisterna requires all suppliers to respect the key principles of this Supplier Code of Conduct and adopt practices within their operations and supply chains that are aligned with our requirements.

### **CORRUPTION BRIBERY & INTELLECTUAL PROPERTY**

A Sisterna supplier shall not use bribes or any other method to unjustly influence public officials, the judiciary and/or private parties. Our supplier's contracts with agents, intermediaries and consultants must comply with all applicable laws and regulations and include an anticorruption section. Sisterna respects intellectual property belonging to third parties, and will utilise it only after having properly secured the rights to its use. Sisterna expects all suppliers to demonstrate the same level of respect.

### **WORKPLACE HEALTH AND SAFETY**

Sisterna suppliers must follow adequate health and safety policies and ensure that its workers are offered a safe and healthy working environment. Our suppliers shall provide their employees with the protective equipment and training necessary to perform their tasks safely. Our suppliers should maintain records of work incidents and accidents including corrective action. If required by law, the accidents should be reported to the authorities. Our suppliers must provide a suitable, clean and sanitary environment, including access to toilets and drinkable water, which conforms to the needs and number of its employees. Accommodation, if provided by our suppliers, shall conform to the same requirements and standards listed above.

### **CONDITIONS OF EMPLOYMENT AND WORK**

Our suppliers must, as a minimum, comply with local legal standards regarding wages and benefits. If the industry benchmark standards are higher, then Sisterna will insist that these standards are met. Our suppliers shall not rely on part-time, short-term or seasonal workers to pay lower wages and grant fewer benefits and all workers shall be given a written, understandable and legally binding labour contract. Our suppliers shall ensure that the working-week is limited to 48 hours and that the workers are entitled to at least one day off per week. Overtime shall be voluntary, infrequent, and must not exceed 12 hours per week. The workers shall be given reasonable breaks while working and sufficient rest periods between shifts. Our suppliers shall treat all personnel with dignity and respect and protect its workers from any acts of physical, verbal, sexual or psychological harassment, abuse or threats in the workplace, whether committed by managers or fellow workers.

### **FORCED LABOUR**

Our suppliers must not participate in, or benefit from, any form of forced labour, including bonded labour, forced prison labour, slavery, servitude or human trafficking, in accordance with the ILO-conventions 29 and 105. Our suppliers must not withhold any part of any personnel's salary, benefits, property or documents (e.g. identity cards and travel documents) in order to force such personnel to continue working. Workers must have the freedom of movement during their employment and our suppliers shall not engage in or tolerate the use of corporal punishment, mental or physical coercion or verbal abuse of personnel.

### **CHILD LABOUR AND YOUNG WORKERS**

Sisterna strictly opposes child labour and other forms of exploitation of children and minority groups. Our suppliers shall not engage in or benefit from the use of child labour, in accordance with the ILO convention 138.

The minimum age of employment shall not be less than the age of completion of compulsory education and, in any case, not be less than 15 years of age. If our suppliers employ young workers (below 18 years), the tasks must be simple and of a limited nature and not jeopardise the workers' health or safety. If our suppliers become aware that they are employing children, they shall ensure that the children are enrolled in a remediation programme, rather than being terminated from employment. Employment of underage workers by a supplier, either directly or as outworkers, constitutes grounds for the termination of Sisterna's business relationship with that supplier.

### **FREEDOM OF ASSOCIATION**

Sisterna suppliers must not interfere with the workers' rights to form and join unions or other associations and to negotiate collectively. Nor shall our suppliers discourage membership of unions, in accordance with the ILO conventions 87 and 98. If trade unions are not allowed in the area of operation, our suppliers shall provide for alternatives to allow employees to gather independently to discuss work-related matters and to present work-related concerns to management.

### **DISCRIMINATION**

Our suppliers shall not engage in or support discrimination on the basis of race, colour, sex, language, religion, political or other opinion, caste, national or social origin, property, birth, union affiliation, sexual orientation, health status, family responsibilities, age, disability or other distinguishing characteristics, in accordance with the ILO conventions 100

and 111. Hiring, remuneration, benefits, training, advancement, discipline, termination, retirement or any other employment-related decisions shall be based on relevant and objective criteria.

### **COMPANY PRODUCTS**

When formulating our products, we strive to use ingredients which are in line with our strong environmental policies and are natural, renewable and not harmful to the environment. Our suppliers shall practice due diligence when designing, manufacturing and testing products. This is to protect against product defects which could endanger the life, health or safety of people likely to be affected by the products or have an adverse impact on the environment.

### **ENVIRONMENT AND SAFETY ISSUES**

Sisterna is committed to conducting business in a manner that demonstrates respect for the environment. Sisterna is taking action to reduce the adverse environmental impacts of its activities, products and services and we expect the same of our suppliers. Our suppliers must have a proactive approach and practice responsible management of its environmental impacts, and comply with all applicable environmental regulations and laws. A Sisterna supplier must have a written environmental policy appropriate to the size and nature of the supplier's operations, which, in its fullest form addresses CO2 emissions, waste, energy, and wood and paper management. Our suppliers must have established emergency procedures to effectively prevent and address health emergencies and industrial accidents that can affect the surrounding community or have an adverse impact on the environment. Our suppliers shall also demonstrate continuous improvements of their overall environmental performance.