



# Supplier Code of Conduct



# Purpose

Vitaco is committed to conducting business ethically, sustainably and in alignment with our core values of We Care, We Act, We Succeed.

This Supplier Code of Conduct applies to all suppliers, including suppliers of goods and services, contractors, subcontractors and service providers of Vitaco. It is the foundation document requiring commitment from our suppliers to best practices relating to social, environmental, ethical and financial responsibility.

This Code of Conduct should be read in conjunction with Vitaco's Ethical Sourcing Policy and Sustainability Policy, which outlines our broader commitments to responsible sourcing and environmental stewardship.



# Scope

This Code applies to all suppliers and third-party partners who provide goods or services to Vitaco, whether directly or through subcontractors.

## Acknowledgement

By working with Vitaco, the supplier acknowledges that they have read and understood and agreed to uphold the principles outlined in this Code of Conduct. Vitaco encourages open dialogue and collaboration in supporting continuous improvement and ethical supply chains.



## Vitaco's Commitment

### We Care:

- Upholding human rights and fair labour practices across our supply chain
- Evaluating sustainability of products, operations and supplier relationships
- Creating bold targets to reduce environmental and social impacts

### We Act:

- Ensuring suppliers have the knowledge and resources to meet our standards
- Monitoring compliance and implementation of corrective actions where needed

### We Succeed:

- Improving transparency of supplier conduct every year
- Celebrating successful partnerships across our network

# Upholding Our Standards

Vitaco expects suppliers to share and support our commitment. As a condition of doing business with Vitaco, suppliers, whether directly or through their supply chain, are required to comply with all relevant legislation and to commit to the expectations under each of the principles detailed in this Code of Conduct.



## Legal Compliance

In addition to our Code of Conduct standards, we expect suppliers, at a minimum, to comply with all relevant local and national laws and regulations in which they operate.

## Compliance & Transparency

Vitaco recognises that upholding the standards outlined in this Code of Conduct is a collaborative and ongoing process. Suppliers are expected to:

- Meet or actively work toward meeting all principles in this Code.
- Regularly review and adjust their practices to remain aligned with these expectations.
- Promptly inform Vitaco of any non-compliance and take corrective steps to prevent recurrence.

To ensure accountability and continuous improvement, Vitaco reserves the right to monitor supplier compliance through:

- Site visits conducted by Vitaco representatives or approved third-party organisations.
- Audits, questionnaires, and assessments in partnership with ethical sourcing bodies.
- Collaborative development of corrective action plans where necessary.

Suppliers must cooperate fully with these processes. Serious non-compliance may result in cancellation of purchase orders or termination of supply agreements.

Transparency is a cornerstone of ethical sourcing. Vitaco may request detailed information from suppliers regarding:

- Subcontractors and their locations.
- Country of origin for goods and materials.
- Identity and location of raw material and component sources.

Suppliers are expected to respond with authenticity and openness, ensuring that all disclosures are accurate and complete.



# Code of Conduct Principles

## Human Rights & Labour Standards

Vitaco values diversity and inclusive workplaces where everyone can thrive. We expect our suppliers to respect human rights, provide fair and safe working conditions, and go beyond minimum legal standards where possible.



To support this, Vitaco requires suppliers to commit to the following:

### Within their organisation:

- Comply with all relevant human rights laws.
- Align with the UN Universal Declaration of Human Rights and ILO conventions.
- Ensure workplaces are free from discrimination, harassment and bullying.
- Strictly prohibit the use of any form of forced labour, slavery, or child labour, at any stage of operations.
- Employee wages and benefits must be paid in accordance with local laws, paid promptly and in full.
- Provide employees with access to information about their rights.
- Where possible, implement grievance mechanisms such as anonymous whistleblower tools.

### Within their supply chain:

- Meet legal requirements for disclosing modern slavery and worker exploitation risks.
- Identify and address human rights risks, especially in high-risk regions or industries.
- Use monitoring, audits, or third-party verification where needed.
- Prioritise sourcing from businesses that meet or exceed minimum employment standards in Australia, New Zealand, or equivalent jurisdictions.

## Health, Safety & Security

Vitaco prides itself on fostering a proactive safety culture. We expect our suppliers to demonstrate the same level of care and commitment to safety, health and security in their operations.

To support this, Vitaco requires suppliers to commit to the following:

- Comply with all relevant health and safety laws.
- Maintain accessible health and safety policies.
- Provide a safe and secure work environment by managing risks, using safe systems of work and ensuring appropriate training.

## Environmental & Climate Change Responsibility

Vitaco has a crucial role to play in taking bold action for a healthier environment and is committed to doing so in a way that not only addresses our impact but also ensures environmental integrity over time.



To support this, Vitaco requires suppliers to commit to the following:

### **Within their organisation:**

- Have an environmental and or sustainability policy.
- Comply with relevant regulations, legislation and environmentally responsible business practices.
- Maximise the efficient use of energy, water, fuel, resources and raw materials and minimise waste and pollution.
- Partner with Vitaco where required in delivering emission reduction targets.
- Where possible, calculate and disclose their organisation's carbon emissions and set reduction targets.

### **Within their supply chain:**

- Prioritise suppliers with measurable environmental targets and active initiatives to reduce emissions, waste, water use and biodiversity impact.

## Ethical Business Practice

Vitaco expects suppliers to uphold ethical standards, operate with honesty and transparency, and avoid any form of corruption or anti-competitive conduct.

To support this, Vitaco requires suppliers to commit to the following:

- Operate with integrity, transparency, and in full compliance with laws and fair business practices.
- Avoid all forms of fraud, corruption and unethical conduct, including bribery and kickbacks.
- Protect confidential and commercially sensitive information.
- Maintain accurate records that demonstrate legal and financial compliance.
- Disclose any actual or potential conflicts of interest.
- Refrain from offering gifts or inducements that could influence decision making and have clear internal policies on hospitality.

## Product Quality

Vitaco prides itself on having high quality products to uphold our brands' reputation. It is important to Vitaco their suppliers that provide raw materials, packaging or manufactured products, have the same high levels of quality standards.



To support this, Vitaco requires suppliers to commit to the following:

- Ensuring that they hold the relevant permissions to manufacture, store and distribute materials supplied to Vitaco.
- Ensuring compliance with food safety, pharmaceutical, and/ or consumer goods regulations applicable to our markets.
- Maintaining traceability of materials.
- Notifying Vitaco of any quality issues promptly.



# Grievance Mechanisms

Suppliers should have a process in place to allow employees and subcontractors to raise concerns confidentially and without retaliation.

Concerns related to Vitaco's supply chain, including potential breaches of this Code (e.g. modern slavery, safety violations), can be reported through:

**[confidential.report@vitaco.co.nz](mailto:confidential.report@vitaco.co.nz)**

All suppliers are required to display the grievance mechanism in a prominent staff location in the local language such as: break room, dormitory, restroom or company noticeboard.



