

# Supplier code of conduct

# Introduction

Muller's Supplier Code of Conduct sets forth minimum workplace standards and business practices, consistent with Muller company values, that are expected of any supplier that does business with Muller. Muller recommends that Suppliers implement the standards of this Supplier Code of Conduct to their own business partners, which includes (sub-) suppliers, subcontractors, agents, joint venture partners or any other associated partner. Furthermore, Muller expects that Suppliers ensure that adequate and relevant training is provided to all their employees in a language that the employee understands. Any reference in this Supplier Code of Conduct to employees shall include representatives, officers, directors or any other person working on behalf of, or at the premises of, the Suppliers.

The definition of Supplier(s): person(s) or organization(s) that does business with Muller for the delivery of products or services. It includes all Suppliers affiliates and subsidiaries.

# Business principles

Suppliers shall adhere to the following business principles:

## 1 Obeying the law

- 11 Suppliers' personnel and operations shall operate in full compliance with the laws of their respective countries and with all other applicable laws, rules, and regulations.
- 12 Suppliers will ensure that products, services and shipments for Muller comply with all applicable international trade compliance laws, rules, and regulations.
- 13 Suppliers must comply with export and import controls applicable to their business activities and inform Muller of any export and import control that may apply to their products and services as provided to Muller.

## 2 Community at large

Suppliers will conduct their activities in a socially responsible manner, respecting their employees and other stakeholders. Suppliers will give proper regard to health, safety and the environment in accordance with the applicable laws, rules and regulations.

# Violation

## Violation of the supplier code of conduct

Suppliers shall promptly report to Muller any known breach of this Suppliers Code of Conduct and implement a corrective action plan to cure the non-compliance within a specific time period. Such a plan is to be furnished to Muller in writing. Muller may also request Suppliers to implement a corrective action plan if a breach of this Supplier Code of Conduct is brought to the attention of Muller by other means or if allegations of the sort are published in the media. If the Supplier fails to meet the corrective action plan commitment, Muller may terminate the business relationship, including suspension of future orders and the potential termination of current production.

## 3 Health and safety

- Muller is committed to safeguarding the health and safety of its employees and to protecting the environment.
- 31 While Suppliers are on-site at a Muller location, or any third party location on behalf of Muller, Suppliers shall comply with Muller's safety policy and any site-specific requirements.
  - 32 Suppliers shall ensure a safe working environment and minimize physical and chemical hazards through proper design, engineering and administrative controls, preventative maintenance and safe work procedures as well as ongoing safety training.
  - 33 Suppliers shall provide employees with appropriate global and personal protective equipment where hazards cannot be adequately controlled by other means.
  - 34 Suppliers shall minimize the impact of emergency situations through the implementation of emergency plans and response procedures.



#### 4 **Environment**

At Muller, environmental considerations are an integral part of business practices and the production of world-class products. Suppliers shall comply with all applicable environmental laws and regulations.

- 4.1 Suppliers shall maintain all required environmental permits and registrations and follow the operational and reporting requirements of such permits.
- 4.2 Suppliers shall comply with regulated substance specifications and with any applicable laws and regulations prohibiting or restricting the use or handling of specific substances.

#### 5 **Labour**

Suppliers shall protect the rights of employees and treat them with dignity and respect.

- 5.1 Suppliers shall provide an attractive working environment and equal opportunities for their employees.
- 5.2 Suppliers shall hire employees on the basis of their ability to do the job, not on the basis of their personal characteristics or beliefs. Suppliers shall also comply with all applicable child labour laws according to local regulations.
- 5.3 Suppliers shall set working hours, wages and over-time pay in compliance with all applicable laws. Employees shall be paid at least the minimum legal wage or a wage that meets local industry standards, whichever is higher.
- 5.4 Suppliers shall treat employees with dignity and respect and will not engage in or permit corporal punishment, threats of violence, or other forms of harassment whether based on gender, race, colour, religion, ethnicity, age, sexual orientation, national origin, disability, or any other legally protected characteristic.
- 5.5 Suppliers will not make use of any form of forced or/and compulsory labour.
- 5.6 Suppliers recognise the right for employees, if applicable, to establish or join an employee organisation of their choice, as well the right to be represented by such organisations.
- 5.7 Suppliers' employees are expected to apply high ethical standards.

#### 6 **Ethics and business integrity**

Suppliers shall commit to the standards of ethical conduct when dealing with their employees, suppliers and customers.

- 6.1 Suppliers shall comply with the standards of fair business, advertising, and competition. They shall prohibit and make sure not to cooperate, directly or indirectly, in money laundering, fraud, corruption, financing of terrorism or any illegitimate action by their employees.

- 6.2 Suppliers will not allow bribery and/or any other forms of unethical business practice in their companies or by their employees. No employee may receive, make, offer, promise or authorise any payment or gift which is, or may be construed as being, a bribe.

- 6.3 Suppliers shall accurately record their business activities, structure, financial situation, and performance in accordance with applicable laws and regulations as well as prevailing industry business practices.
- 6.4 Suppliers will respect their role in the global supply chain of Muller. They will not take any actions that damage the present and future commercial position of Muller.
- 6.5 Suppliers have to respect the interests of Muller's customers and other Suppliers of Muller.
- 6.6 Muller recognises that it is customary for some of its Suppliers, customers and other business associates to occasionally give small gifts or offer modest entertainment to those with whom they do business. It is important, however, that these gifts and entertainment events do not affect the Suppliers' or their employees' business judgment, or give the appearance that judgment may be affected.

#### 7 **Competition**

Suppliers will support the principles of free enterprise and fair competition. Suppliers do not tolerate violation of competition laws. Suppliers and their employees will conduct their operations in accordance with the principles of fair competition and all applicable competition laws.

#### 8 **Conflict of interest**

Suppliers should avoid conflicts of interest between their dealings and their responsibility towards Muller. Prior approval by Muller is required for the fulfillment of (private) functions that may interfere adversely with the interests of a Muller company.

#### 9 **Safeguarding information and assets**

- 9.1 Suppliers shall respect and safeguard the personal data and assets of Muller, including Muller's intellectual property rights. Transfer of technology and know-how shall be carried out in a manner that protects intellectual property rights.
- 9.2 Suppliers shall not release privileged Muller information beyond limits established in the normal course of fulfilling the Suppliers' role.