

# SUPPLIER CODE OF CONDUCT

PARTNERING WITH OUR  
SUPPLIERS FOR CONTINUOUS  
IMPROVEMENT AND  
SUSTAINABLE PROCUREMENT

JANUARY 2024



*baked to share and enjoy*



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# BISCUIT

INTERNATIONAL

## 1. INTRODUCTION



# — Introduction

Products and services provided by our Suppliers have a key impact on the experience Biscuit International (BI) can offer its Customers. To maintain the high level of Quality and Service our customers expect from us, we are determined to establish and develop, a close and long-lasting relationship with our Suppliers.

BI's involvement with its Suppliers is managed through the Supplier Quality Manual and the Supplier Code of Conduct, which describes BI's standard approach and sets out the basic tools and requirements which all our suppliers must adhere to.

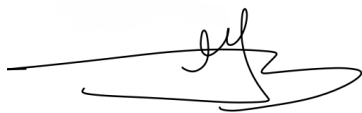
Compliance to BI's worldwide policies are mandatory, to ensure we achieve our targets and satisfy our Customers while enabling us to establish common sustainable growth with our Suppliers.

In the event of gaps or inconsistencies between the clauses of this document and other contracts signed between BI and the Supplier, relating to the supply of products or services, the most stringent document will prevail.



**Leon TAVIANSKY**

Group CEO



**Rodolph BRAY**

Group CPO





# BISCUIT

INTERNATIONAL

## 2. OUR FUNDAMENTAL PRINCIPLES



# — Fundamental principles

The Biscuit International **Supplier Code of Conduct** is an integral part of our commitment to conducting responsible and sustainable business. It describes what Biscuit International requires from **all its direct and indirect Suppliers**, so we can conduct business together responsibly. The requirements of the **Supplier Code of Conduct** must be promoted and enforced to the best extent possible within the company and throughout the entire supply chain.



## Our Fundamental Principles:

### 1. Business Integrity and Ethics

We are committed to doing business with integrity, honesty and openness, consistently demonstrating high standards, and fighting against corruption in all its forms. We expect our Suppliers to adhere to our values and principles.

### 2. Human Rights

Aligned with the UN Guiding Principles on Business and Human Rights, our commitment extends to the respect of globally recognized human rights. We base our human rights commitments and policy, on the International Bill of Human Rights and the principles concerning fundamental rights set out in the International Labor Organization's Declaration on Fundamental Principles and Rights at Work. We support the OECD Guidelines for Multinational Enterprises.

### 3. Environment

We are also committed to conducting business through an approach that embraces sustainability and decreases our environmental footprint.

This encompasses the management of our operations, procurement, manufacturing, distribution of products, and the provision of services in a manner that safeguards and conserves the environment.



# — Business Integrity and Ethics -

## Legal compliance and anti-corruption

### **Compliance with laws and regulations**

All laws and regulations of the countries where the Supplier operates in must be complied with, and the necessary permits must be obtained, as well as adherence to all other applicable international laws and regulations.

### **Anti-bribery & corruption**

All forms of corruption, including bribery, extortion and embezzlement are prohibited and prevented through adequate and proportionate procedures. Bribery of public officials or private organization officials as well as facilitation payments and other forms of corruption (for example fraud or theft) are all covered by this prohibition. Any violation of this requirement related to Biscuit International business will be promptly reported to Biscuit International. The Supplier is strictly prohibited from providing anything of value to Biscuit International employees with the intent of improperly obtaining or retaining business.

Biscuit International employees are prohibited from soliciting any improper advantages from our Suppliers. Suppliers must report any attempt by Biscuit International employees to solicit bribes from them through our speak-up via Biscuit International internal system (for further information please refer to page 18 of this document):

<https://biscuitinternational.integrityline.com>

### **Gifts and hospitality**

Gifts or hospitality offered to Biscuit International employees should not be intended to influence decisions on how Biscuit International assesses performance or awards future business. They must remain legitimate, proportionate and respectful of Biscuit International's internal policies which limit significantly the acceptance of gifts and hospitality.

### **Avoiding conflicts of interest**

All business transactions have to strictly avoid any conflicts of interest. Any substantial ownership or beneficial interest in a Supplier's company by a public official, representative of a political party, BI employee, or their relatives must be disclosed to Biscuit International before establishing any business relationship. This ensures that Biscuit International can take necessary and appropriate action.

Any other conflict of interest in any business dealings with Biscuit International, of which the Supplier is aware, must be declared to Biscuit International to allow Biscuit International to take appropriate action.

### **Accurate records, anti-money laundering and economic sanctions compliance**

All business and commercial dealings are transparently performed and accurately recorded in a timely manner.

It is prohibited to use confidential information in the Supplier's possession regarding Biscuit International, or any other company, to engage in or support insider trading.

All economic sanctions, anti-money laundering and anti-tax evasion legislation and rules must be complied with. Any suspicions of occurrence of any of these issues in relation to transactions with Biscuit International must be promptly reported to us and effective actions will be taken.



# — Business Integrity and Ethics —

## Protecting information

### **Protecting Biscuit International information**

Biscuit International, or any other party's, confidential information, know-how and intellectual property have to be respected and safeguarded. All information provided by Biscuit International or another party that is not in the public domain is deemed confidential and can only be used for its intended and designated purpose.



### **Competitor information**

Competitor information has to be obtained and used legitimately and in compliance with all applicable laws and regulations.

It is forbidden to attempt to divulge to Biscuit International, or to any other party, any commercially sensitive or confidential information on competitors or the Supplier's competitors.

It is forbidden to use Biscuit International's commercially sensitive or confidential information for other purposes than conducting regular business and to share it with any third party unless expressly permitted by Biscuit International.

### **Data ethics and privacy**

Personal data must be collected, processed, stored, transferred, and disposed of in accordance with applicable laws and with due respect for the protection of privacy as a fundamental human right.

The risk for individuals when using their personal data is always taken into consideration, and measures are implemented to mitigate those risks. The collection or use of personal data is restricted solely to the purpose for which it is being collected.



# — Business Integrity and Ethics –

## Sourcing and manufacturing products

### **Product specifications and quality**

Products, materials, and services must comply with agreed specifications (when the goods or services are covered by a specification) and adhere to industry norms for quality and safety related to such items. Additionally, they must conform to any other mutually agreed-upon quality and safety standards between the Supplier and BI. They must also comply with all applicable legal and regulatory requirements.

Suppliers of Biscuit International are responsible for meeting product specifications, quality and safety standards and for legal and regulatory compliance whether they are directly supplying the goods or services to Biscuit International or have sub-contracted the supply to a third party.

Biscuit International's quality expectations are stated in our Supplier Quality Manual.

When applicable, Suppliers must engage in research and development activities responsibly, adhere to good clinical practice, and follow generally accepted scientific, technological, and ethical principles.

### **Animal welfare**

Any animal testing previously conducted on existing products, product ingredients or materials supplied to Biscuit International, or to Biscuit International's collaborative manufacturers for Biscuit International's business, has to be disclosed.

Any animal testing previously conducted on new products, product ingredients or materials which they intend to supply to Biscuit International, or to Biscuit International's external manufacturers has to be disclosed.

This includes pre-existing products, product ingredients and materials, as well as those newly developed.

Agreement from Biscuit International has to be obtained before conducting any future animal testing on new or existing products, product ingredients or materials to be or being supplied to Biscuit International, or to Biscuit International's external manufacturers.

### **Responsible sourcing**

The Supplier's need to have their own Code of Conduct, guidelines, policies and/or training in place and readily available to workers to enable the Supplier to meet or exceed the requirements covered by this document.

Suppliers need to have their own Responsible Sourcing Policy, Supplier Code, Third Party Policy or similar policy that covers the equivalent principles of this document for their own suppliers. The Supplier's policies place comparable requirements on its own suppliers.



# — Human Rights

## **Freely agreed terms of employment**

All workers, whether permanent or casual, must receive employment documents that are mutually agreed upon and, at a minimum, uphold their legal and contractual rights.

Key components of the employer–worker relationship, such as hours, overtime, pay, benefits, leave, and disciplinary and grievance systems, have to be freely agreed upon by the worker, documented in writing, and formally acknowledged by both the employer and worker before the commencement of employment.

Terms and conditions of employment must be in a language understood by the worker, explained verbally or diagrammatically if required, and available throughout the entire duration of employment.

All workers must receive a copy of their terms and conditions of employment in a language they understand for their records that matches those the employer have on file.



Any changes to the terms and conditions of employment must be agreed upon in writing by both worker and employer.

If required by law, short-term, casual or agency workers should be hired as permanent employees when the work involved is of a regular nature and is required all year round.

Workers have to be entitled to maternity, paternity, adoption or parental protection, leave and benefits as required by local regulations.

## **Free from discrimination**

There should be no discrimination during the employment period of a worker (including hiring) concerning any aspects of training, personal and professional development, compensation, advancement, discipline, employment termination or retirement.

Discrimination based on race, ethnicity, age, role, sex, gender identity, religion, country of origin, sexual orientation, marital status, pregnancy, dependents, disability, social class, union membership, personal characteristics, disease, health status or political views, or on any other grounds stated by local law is prevented.

Engaging in, supporting or tolerating discrimination is strictly prohibited.

Pregnancy testing, other forms of health screening that might result in discrimination, and mandatory contraception use are not tolerated. When health tests are mandated under local laws and regulations, the results cannot be used to dismiss workers or otherwise discriminate against them or treat them unfavorably.



# — Human Rights

## **Free from harassment**

Workers should be treated with dignity and respect. Physical, sexual, verbal or psychological abuse as well as any form of harassment, hate speech, intimidation, bullying, violence and corporal punishment should not be tolerated.

Disciplinary measures should be implemented judiciously, ensuring they are proportionate and exclude any form of physical or mental punishment.

All workers, particularly managers, supervisors, and site security personnel, who engage in harassing or abusive behavior towards their fellow workers will be subject to the appropriate disciplinary action.

Zero tolerance will be upheld for any instances of abuse, threats, intimidation, or reprisals directed at human rights defenders.

## **Work is voluntary**

Under no circumstances will forced labour be employed, be it in the form of trafficked labour, indentured labour, bonded labour or other forms including mental and physical coercion, and slavery.

Workers should enter employment freely and are neither required to surrender any identity or personal papers nor pay a deposit in relation to their employment.

Workers must be free to terminate their employment after a reasonable notice period without penalty, as agreed in the terms and conditions of employment.

Workers must have freedom of movement and are not confined to the Supplier's premises, including dormitories or provided housing.

Workers should not be required to pay a fee or deposit in connection with obtaining employment, to the employer or to any person, company or agency involved in the recruitment process.

Employers are responsible for the payment of all fees and expenses in connection with a worker obtaining employment or incurred in connection to the worker performing their duties. If workers have paid any fees, these must be reimbursed by the employer.

The use of prison labour is prohibited except in circumstances when the terms and conditions of employment uphold the Mandatory Requirements of this policy and can be verified.

## **Appropriate working age**

Under no circumstances shall individuals be employed below the age of 15 or below the minimum age specified by local laws for work or mandatory schooling, whichever is higher.

Responsible remedial measures have to be immediately implemented whenever any worker under the age of 15 is identified. These measures include immediately removing the child from all work and ensuring they are in a safe environment. Care and education of the child should be provided along with security of the same income to the family.

The goals and requirements set out in the *International Labour Organization Worst Forms of Child Labour Convention* have to be met.



# — Human Rights

## **Fair wages**

All workers have to be provided with a total compensation package for a standard working week that includes wages, overtime pay, benefits and paid leave which meets or exceeds legal minimum standards.

Compensation terms established by legally binding collective bargaining agreements have to be implemented and adhered to.

Wages should be paid, on time, regularly and in full.

Workers have to receive a pay slip for each pay period, clearly indicating the components of the compensation, including exact amounts for wages, specifying regular and overtime hours worked (where workers are paid on an hourly basis) and benefits, incentives/bonuses and any agreed deductions.

When a worker is paid based on volume output, piece-rate, quotas or similar, the pay rate should allow the worker to be able to earn at least the equivalent of the minimum or collective agreement wage, whichever is higher, during normal working hours.

All overtime work or work on statutory holidays has to be paid at the appropriate premium rate according to local legal requirements and/or collective bargaining agreements.

Other than legally mandated deductions, all other deductions from wages are made only with the express and written consent of the workers in a language they understand.

All legally mandated deductions, such as taxes and social or health insurance, have to be deposited for each pay period in the legally stipulated accounts or agencies and as required by local law.

Insurance has to be taken to cover workers in the case of any work-related injuries, accidents, illness, invalidity and death in accordance with local worker compensation laws, as a minimum.

## **Reasonable working hours**

Workers are not required to work more than the regular and overtime hours according to local legal requirements.

All overtime is on a voluntary basis. If the employment contract allows for contractual overtime, then workers should expressly agree to it.

Workers are entitled to at least 24 consecutive hours of rest in every seven-day period, and to take legally required annual leave.

If workers are required to work on a rest day due to a genuine need for continuity of production or service, they must receive an equivalent period of compensatory rest immediately following to ensure a minimum of two days' rest in every 14 days.

Workers are entitled to reasonable meal and rest breaks, which, at a minimum, must comply with applicable local laws.



# — Human Rights

## Freedom of associations

All workers can freely exercise their right to form or join a union of their choice, to seek representation and collectively bargain and do so without fear of intimidation, harassment or obtaining prior approvals, unless legally required.

Workers know and understand their rights, including any legal right to strike. No other worker, manager or other company representative impedes them in the enjoyment of these rights.

Collective bargaining negotiations are entered into in good faith when requested from any legally recognized representative group of workers and collective agreements are concluded and implemented.

Worker representatives are not discriminated against, and unfair labour practices do not take place against them because of their role as worker representatives. They have reasonable access to carry out their representative functions in the workplace.



Where local law sets restrictions on the right to freedom of association and collective bargaining, alternative forms of worker representation, association and bargaining are allowed.

## Health and Safety

A healthy and safe workplace has to be provided to prevent accidents and injury, or illness (either physical or mental) arising out of, linked with or occurring in the course of work, or as a result of the employer's operations.

All workers and other people who enter business premises need to be clearly informed about the inherent dangers of the workplace and are provided with adequate knowledge and personal protective equipment to avoid such dangers, and there is clear and appropriate signage or information provided on how to evacuate in the case of an emergency.

All workers, visitors, and people who enter the premises to provide any operational services or deal with products should be properly trained and informed about the appropriate actions to take should a health and safety incident occur.

All workers have easy access to free, potable drinking water.

Lavatories are clean and fully serviced, include hand washing facilities with running water and soap, and are accessible to all workers.



# — Human Rights

## **Access to Grievance Mechanisms & Remedies**

All workers are provided with transparent, fair and confidential procedures that result in swift, unbiased and equitable resolution of issues which may arise as part of their working relationship.

The grievance mechanisms are in line with the UN Guiding Principles on Business and Human Rights and are well communicated and accessible in order to enable workers to report any issue.

The grievance mechanisms guarantee the confidentiality of any complainant unless permission is given by the complainant to disclose to a given person.

Those reporting a grievance or participating in any investigation of a grievance must not be retaliated against.

Grievances are fully addressed in an effective, timely and respectful manner, and escalated to and overseen by the appropriate level of management.

## **Land Rights**

These requirements apply only to Suppliers involved in the acquisition, leasing or disposal of land and/or when land use is being changed, which can affect the rights of individuals or communities.

There must be no involvement in any form of land grabbing and there must be a zero-tolerance approach to land grabbing by others with respect to any land acquired, leased or used.

The legitimate land tenure rights of individuals, communities and indigenous populations, including customary and informal rights, are respected, and due diligence is undertaken to uphold their established rights to property, land and land use.

When a change in land use is planned, the environmental and social impact is assessed and appropriately addressed with the participation of affected communities and published in a format and language accessible to those affected communities.

Land acquisition, land-use planning, change and land development are managed in a way that complies with national laws and respects human rights, including customary rights to land and resources, whichever offers the greatest protection.

Women's right to land ownership and access must be recognised and respected.

Suppliers actively seek and document the effective implementation of free, prior and informed consent (FPIC) each time land acquisition, land-use planning and change, or land development might affect the legitimate land tenure rights of local communities or affect land otherwise subject to collective legitimate land tenure.



# — Environment

## Protect and regenerate nature

Biscuit International expects its direct and indirect Suppliers to fully comply with local and European legislations. In particular, Biscuit International expects its Suppliers to refrain from using prohibited pesticides, POP as stated in the Stockholm Convention and mercury as stated in the Basel convention and to guarantee a safe management of hazardous materials and waste.

Current and valid legal permits and requirements relating to planning, development and business operations, with respect to the protection of the environment, nature and biodiversity, should be held and complied with.

Applicable laws and permits relating to water – including but not limited to water abstraction, water usage, surface water management and effluent discharge – should be complied with.



Suppliers can only sell materials to Biscuit International sourced from locations that are verified as deforestation-free, following a cut-off date of December 31 2020, in compliance with the EUDR: Biscuit International chocolate, palm and soya suppliers must provide a due diligence declaration by the end of 2024 - for each material supplied.

Biscuit International is committed to the “No Deforestation, No Peat, No Exploitation (NDPE)” principles:

- No deforestation, including no development of High Carbon Stock (HCS) and High Conservation Value (HCV) areas and no use of fire to clear or prepare the land,
- No development on peatlands,
- No exploitation of workers or indigenous communities,
- Guarantee no forest or peatland conversion.

## Traceability

Suppliers must provide Biscuit International all necessary information to trace and verify the origin of raw materials (eg: the list of mills for palm oil).

## Waste free world

Applicable laws and permits relating to the storage, handling and disposal of waste directly or through waste sub-contractors must be complied with.

Waste has to be stored, handled, transported and disposed of in a way that protects the health and safety of people and also protects the environment.

All applicable legal requirements with respect to plastic feedstock sourcing, plastics production, storage, transport and end-of-life management have to be complied with.

# — Environment

## Prohibited sourcing countries

Biscuit International has an ESG policy regarding ethical and sustainable issues and for that reason, BI excludes sourcing from certain countries.

Raw materials or packaging material (including subcomponents) are not permitted to be sourced from:

- Countries that are sanctioned by the EU and/or UK government,
- Countries that are part of the most severe risk list of Amfori Risk country classification,
- Ingredients of plant origin from countries listed in Regulation 669/2009 and amendments.

Sourcing from the risk countries in this list is possible only under extra requirements such as ethical certifications like Fairtrade, SEDEX etc.

For more details of Governance Indicators and classification procedure please refer to the [Countries' Risk Classification 2022 report](#) from [Amfori organization](#).



## Palm oil

Biscuit International is committed to sourcing 100% RSPO certified palm oil and will work on the development of the sustainable palm oil sector through :

- Increasing traceability of our palm oil supply up to mill level,
- Ensuring our palm oil consumption is free from deforestation, natural habitat-conversion or human right exploitation,
- Encouraging on-the-ground investment for sustainable palm cultivation in producing countries.

Biscuit International expects all its direct and indirect Suppliers to fully comply with our palm oil policy.

More information:

<https://www.biscuitinternational.com/company/regulatory-information/>

## Audits

Biscuit International expects its suppliers to conduct a comprehensive analysis of the risks associated with their activities in relation to the environment and human rights. Furthermore, suppliers are required to implement an action plan and undergo regular audits for monitoring purposes.

## Greenhouse gas emissions

Biscuit International expects its suppliers to, at a minimum, measure scope 1 and 2 emissions and to consider incorporating measurements for scope 3 emissions before 2025. Additionally, suppliers are required to commit to reducing their greenhouse gas (GHG) emissions, in accordance with the guidelines outlined in the OECD Guidelines.

## Compliance monitoring

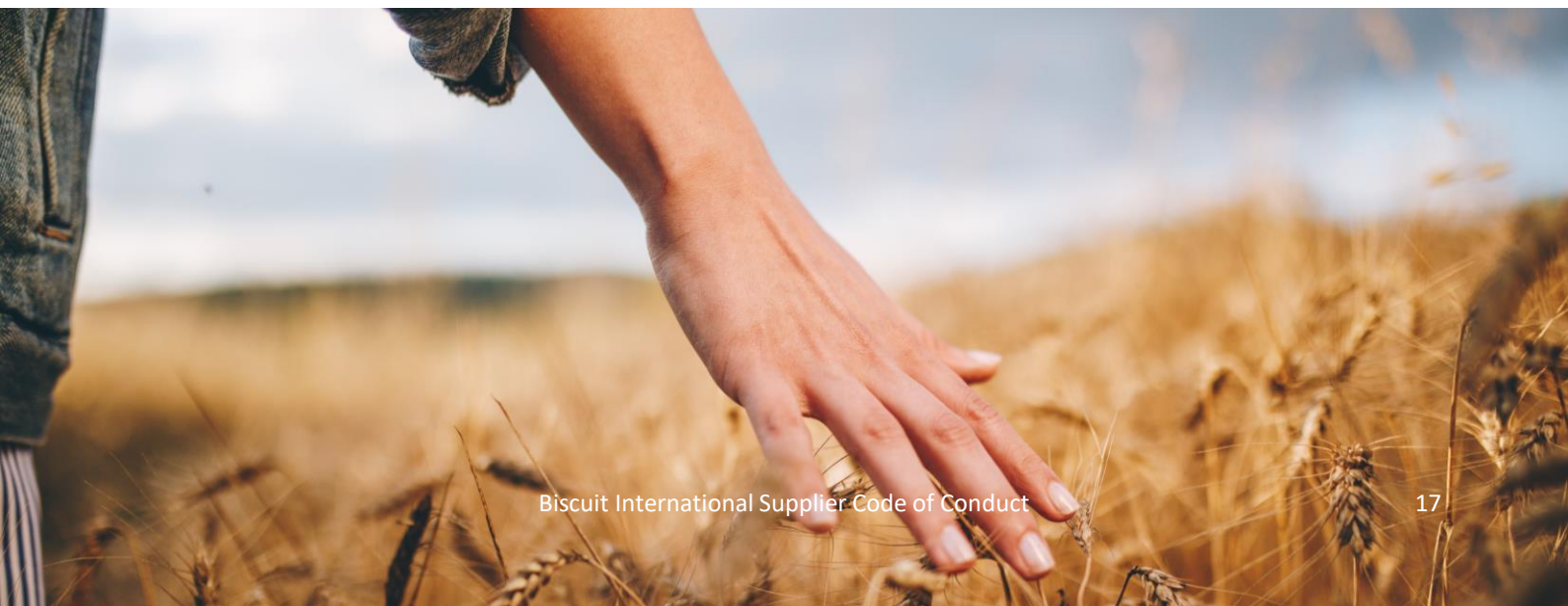
Biscuit International reserves the right to verify new and existing Suppliers' compliance to the requirements of this Code through internal and/or external assessment mechanisms.

# — Biscuit International's commitments to its Suppliers

Biscuit International understands that its Suppliers are key partners in enabling us to continuously improve together.

Biscuit International will act in accordance with the following principles when dealing with its Suppliers:

- Biscuit International will always seek to treat all of its Suppliers legally, ethically, and fairly.
- Biscuit International will not intentionally mislead Suppliers.
- Biscuit International will not take advantage of honest Supplier errors.
- Biscuit International will resolve any issues or disputes on a fair basis.



# — Reporting a breach/crime or a violation

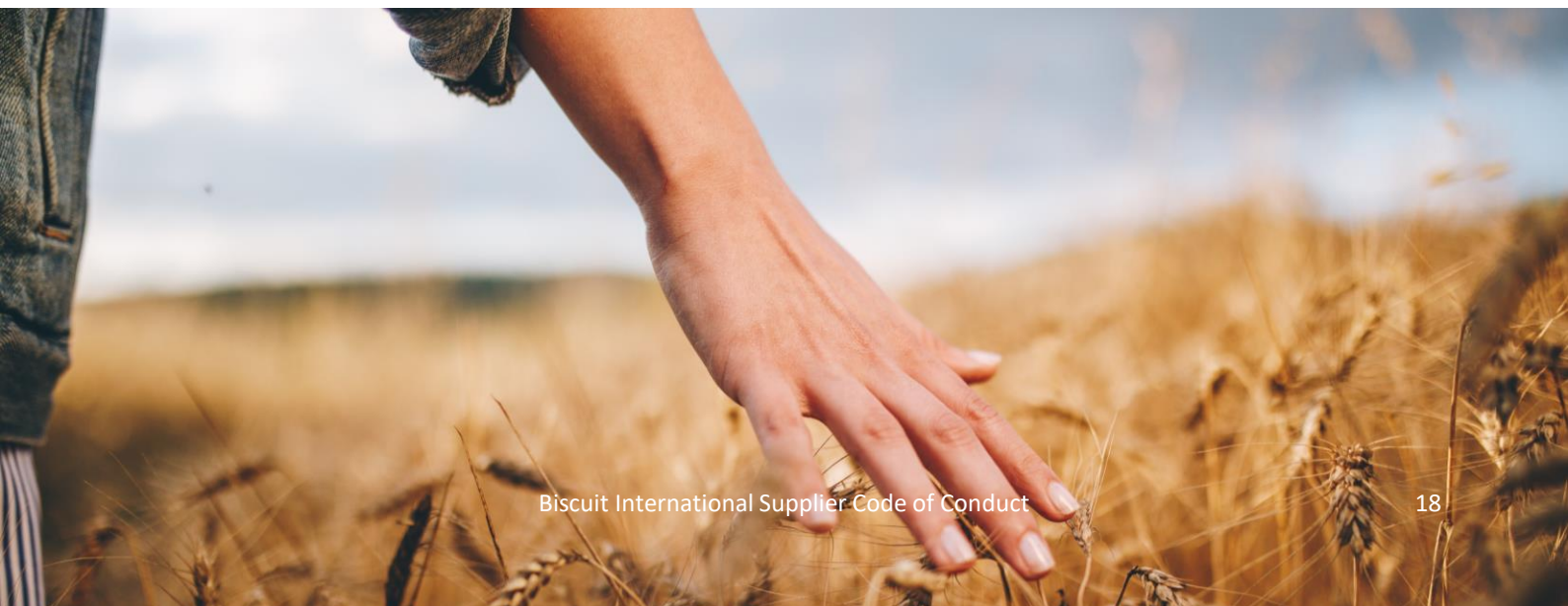
## **Content of the alert:**

You are aware, directly or indirectly, in the context of your professional activity of facts likely to constitute an alert:

- Breaches of the Supplier Code of Conduct
- Crime or a misdemeanour (harassment, discrimination,...)
- Violations of local laws, or regulatory or international standards

## **You have the discretion to choose one of the following reporting channels as you deem appropriate:**

- The Biscuit International alert internal system:  
<https://biscuitinternational.integrityline.com>
- Local national authorities competent to receive such reports
- Any European authority competent to receive such reports





# BISCUIT

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