

Code of ethics and conduct for suppliers and business partners



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1 Foreword

At Fairtrade SA, we are aware **of the responsibility** we bear for sustainable development. We are committed to ensuring that our business processes are ecologically compatible, socially just and economically viable. This awareness guides us in all our decisions and activities.

In a constantly changing world, **dynamism** is crucial for success and growth. At Fairtrade SA, we strive for continuous improvement and adaptation to new challenges. This dynamism shapes our commitment to sustainability right through to our supply chains.

We regard our suppliers, customers and service providers as valuable partners. For us, **partnership** means working together on sustainable and innovative solutions that ensure our joint long-term success. A strong partnership is based on mutual respect and **trust**

Transparency and integrity are important to us in order to ensure open communication and reliable cooperation.

Reliability is a cornerstone of our business. We set the highest standards in terms of quality, adherence to deadlines and a sense of responsibility. **Sustainability** is central to this: We are committed to ecological, social and economic sustainability and expect the same from our partners.

2 Scope and purpose

This Code of Conduct applies to the entire Pistor Group - including Fairtrade SA - and defines our expectations and requirements for our suppliers and business partners. This code is designed to ensure that our supply chains are ethical, sustainable and efficient and that our business partners support our efforts in this direction. Together we can make a positive contribution to society and the environment.

3 Standards

This Code is based, among other things, on current local laws and regulations as well as on the following recognized standards:

- United Nations Universal Declaration of Human Rights
- ILO conventions (in particular the core labor standards), protocols and recommendations
- UN Convention against Corruption
- UN Rio Declaration on Environment and Development
- Ten principles of the UN Global Compact
- OECD Guidelines for Multinational Enterprises on Responsible Business Conduct
- UN Convention on the Rights of the Child
- UN Paris Agreement

Fairtrade SA is guided by other recognized standards and expects its suppliers and business partners to make similar efforts in terms of content.¹

¹ ISO 26000; Ethical Trading Initiative (ETI) Base Code; Fair Labor Association (FLA) Code of Conduct; Social Accountability 8000 (SA8000); Business Social Compliance Initiative (BSCI) Code of Conduct.

4 Sustainability guidelines

4.1 General principles

We comply with all applicable **laws and regulations** in the countries in which we operate.

Transparency and disclosure: We create transparency and provide timely information on all material aspects of our activities in order to promote mutual trust.

We strive for a **long-term partnership** with our employees, business partners and authorities. We achieve this through **respectful, honest and transparent communication** that promotes the exchange of information and the prompt resolution of problems.

4.2 Social sustainability

We ensure that **international human rights** are respected and promoted within our sphere of influence. We avoid any involvement in human rights violations. All employment relationships are entered into **on a voluntary basis** and are free from **forced labor** and **human trafficking**. We are strictly opposed to **child labor** and ensure that no child labor is used in our operations or by our suppliers.

We respect our employees' right to **freedom of association** and the possibility of **collective bargaining**. We are also committed to a **non-discriminatory working environment** in which all employees are treated equally regardless of gender, race, religion or social status. We ensure that our employees receive **wages** that are at least equal to the statutory or industry minimum wage and are sufficient to cover their basic needs.

We adhere to the statutory and industry-standard **working hours** and limit overtime to a minimum. We also ensure a **safe and healthy working environment** for all our employees and implement appropriate accident prevention and health promotion measures.

We are committed to strong **data protection** and protect the privacy and personal data of our employees and business partners. All data is processed in accordance with the applicable data protection laws and we implement security measures to protect against unauthorized access and misuse.

We assume **social responsibility** and promote the social and economic **development** of communities in the countries in which we operate.

4.3 Ecological sustainability

We regularly review the impact of our business activities on the environment and take all necessary measures to avoid or minimize harmful effects. Our commitment includes, in particular, the **protection of nature and the climate**, the environmentally friendly handling of waste and hazardous substances, and resource efficiency. We are also committed to **sustainable agriculture and fishing**.

In addition, we promote a strong awareness of environmental protection and sustainable practices within our company and our supply chain. We support the development and use of environmentally friendly technologies to reduce our **ecological footprint** and minimize our environmental impact.

4.4 Economic sustainability

Ethically correct corporate governance is the basis for our economic success. We act honestly and transparently in all areas and with all parties involved and adhere to **fair competition** as well as the applicable **antitrust legislation** and trade regulations.

We do not participate in **corruption** in any way and are actively committed to maintaining transparent and fair business relationships within our company and our supply chain. We categorically reject bribery and any form of advantage-taking.

Extortion and embezzlement are unacceptable in our company. We work strictly in accordance with legal requirements and ethical standards and expect the same from our business partners. Offenses of this kind are consistently pursued and sanctioned.

We are committed to strong **consumer protection** and ensure that our products and services are safe and of high quality. This includes compliance with all relevant legal and regulatory requirements. We maintain a comprehensive food safety management system (ISO 22000) and expect our suppliers and business partners to take appropriate measures to ensure the safety of our food products along the entire supply chain.

5 Improvement and review

We are constantly striving to improve our conduct. We achieve this thanks to the open and honest criticism of our business partners, among other things. Our contact point is happy to receive **suggestions, questions or criticism** regarding sustainability:

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In return, it is important to us that our business partners also continue to develop sustainably and we reserve the right to carry out appropriate **reviews** if necessary. Such reviews serve to ensure transparency for successful cooperation