



KIVO – Supplier Code of Conduct

KIVO believes that sustainable cooperation is only possible when products, processes and business relationships are based on trust, responsibility and respect. Therefore, KIVO expects its suppliers and business partners to act in accordance with a number of fundamental principles.

These principles are respect for people and human dignity, responsibility for product safety and quality, care for health, the environment and climate, integrity in business conduct, reliability in fulfilling agreements and transparency in dealing with risks and areas for improvement.

These principles form the basis of the relationship between KIVO and its suppliers. They are in line with the values of KIVO and form the underlying idea behind all requirements and expectations included in this Supplier Code of Conduct.

KIVO takes a risk-based approach to assessing and monitoring suppliers. Depending on the nature of the cooperation, the interest of the supplier and the risks associated with products, services or markets, KIVO may request additional information, documentation, assessments or verifications.

These verifications are intended to support trust, not replace it. Ultimately, we expect our suppliers to take responsibility for their own actions and to be transparent when risks, deviations or areas for improvement arise. It is precisely this openness and reliability that form the basis for this sustainable collaboration.

Scope and Acceptance

This Supplier Code of Conduct applies to all suppliers, service providers, contractors, subcontractors and other business partners that supply products, materials or services to KIVO Group or perform activities on behalf of KIVO.

This Code forms part of the business relationship between KIVO and its suppliers. Where this Code has been declared applicable through a contract, framework agreement, service level agreement (SLA), purchase conditions, purchase order or other commercial arrangement, suppliers are expected to comply with the principles and minimum standards set out herein.

KIVO recognizes that many suppliers maintain their own codes of conduct, policies or management systems that address topics such as human rights, labour practices, product safety, environmental responsibility, information security, integrity and compliance. Where such standards are, in KIVO's reasonable opinion, equivalent to or more stringent than the requirements of this Supplier Code, KIVO may accept them as an alternative.



PLASTIC VERPAKKINGEN

Innovation is our motivation

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1. Compliance with laws and regulations

Suppliers comply with all applicable laws and regulations in the countries in which they operate and in relation to the products, materials and services they provide to Kivo. This includes employment law, health and safety legislation, environmental legislation, product legislation, food safety requirements, chemical regulations, privacy legislation, sanctions legislation and competition law.

When legislation, contractual agreements or this Supplier Code impose different requirements, the strictest applicable standard always applies. Non-compliance with laws and regulations relevant to the cooperation with KIVO must be reported to KIVO without delay if this may affect product safety, security of supply, quality, compliance or integrity.

2. Product safety, quality and compliance

Product safety and quality are non-negotiable conditions for KIVO to work together. Suppliers provide products, materials, processes and services that are safe, suitable for their intended use and demonstrably meet agreed specifications, customer requirements and applicable legal and normative requirements.

Suppliers ensure sufficient process control to deliver structurally and reproducibly. Where relevant, the supplier has appropriate quality management systems, certifications or equivalent assurance. Deviations are reported in a timely manner, investigated and followed up with corrective and preventive measures.

Especially when it comes to the delivery of goods that are incorporated into our products, or as packaging of our products, suppliers provide correct, complete and up-to-date documentation when this is necessary for product safety, quality or compliance. This may include specifications, certificates, declarations of conformity, analytical reports, food contact information, REACH/CLP information, material declarations, traceability or other customer or sector-specific documents.

Changes in raw materials, composition, production processes, production locations, subcontractors or relevant quality and compliance information are reported to KIVO in advance and transparently if these changes may affect specifications, safety, quality, legal conformity or security of supply.



3. Security of supply and continuity

Suppliers deliver in accordance with agreed volumes, delivery times, specifications and service agreements. Reliable supply is essential for KIVO to guarantee its own production, customer agreements and position in essential chains.

Suppliers proactively inform KIVO when disruptions occur or threaten to occur. This involves open cooperation on practical solutions, alternatives and remedial measures. For critical products, materials or processes, KIVO expects suppliers to know and manage relevant continuity risks.

4. Human rights and labour practices

Suppliers respect internationally recognised human rights and treat employees with dignity and respect. Labour must be freely chosen and may not take place under coercion, threat, deception, debt dependency, withholding of identity documents or other forms of unfree labour.

Child labor is not allowed. Suppliers shall at least adhere to the minimum legal age for employment and shall take appropriate measures to prevent young people from performing work that may be detrimental to their health, safety, development or education.

Discrimination, intimidation, degrading treatment, violence, threats or other forms of inhumane treatment are not accepted. Decisions about recruitment, remuneration, promotion, training, deployment and termination of work are made on the basis of job requirements, competencies, performance and legal criteria.

Suppliers shall respect employees' right to freedom of association and collective bargaining, to the extent permitted by applicable law. Where this right is limited by law, appropriate and respectful forms of representation and dialogue are sought.

Wages, working hours, rest periods, overtime allowances and other working conditions shall at least comply with applicable legislation, collective agreements and sectoral standards. Overtime should not be a structural starting point and must be compensated correctly.



5. Health and Safety

Suppliers ensure a safe and healthy working environment. They identify and manage risks arising from activities, machines, processes, substances, physical load, mental load, transport, storage and other relevant activities.

Supplier employees receive appropriate instructions, training and protective equipment to be able to carry out their work safely. Machines, installations, tools and work equipment are safely maintained and used. Incidents, near-incidents and safety risks that are relevant to KIVO or to work under the responsibility of KIVO are reported and followed up in a timely manner.

When suppliers carry out work at KIVO locations, in addition to laws and regulations, the location instructions, safety rules and instructions of KIVO also apply. Unsafe behaviour or unsafe situations should never be ignored or accepted.

6. Climate and Environment

Suppliers comply with applicable environmental legislation and, where relevant, have valid permits, registrations and control measures. They take responsibility for their impact on soil, water, air, raw materials and the immediate living environment.

Suppliers control waste streams, wastewater, emissions to air and soil and the use of hazardous substances. Chemical and other hazardous materials must be identified, safely handled, stored, transported, reused, recycled, or disposed of. Where possible, hazardous substances are replaced by safer alternatives.

KIVO expects suppliers to use energy, water and materials sparingly and to prevent waste. Where relevant and reasonably requested, suppliers provide information on their environmental performance, material use, emissions or reduction measures.

Suppliers are expected to understand their climate impact and, where appropriate, to take measures to control or reduce energy consumption and greenhouse gas emissions. For KIVO it is relevant that impact can not only be found in the supplier's own activities, but also in raw materials, transport, packaging, processing and other chain steps.



7. Integrity and Honest Business Conduct

Suppliers act with integrity, transparency and professionalism. Corruption, bribery, fraud, extortion, embezzlement, money laundering, undue influence and other forms of unfair business are not permitted.

Suppliers do not provide gifts, invitations, services, benefits or favors to employees or representatives of KIVO for the purpose of influencing or creating the appearance of business decisions. Extra restraint applies during tenders, contract negotiations or selection processes.

Conflicts of interest or situations that can reasonably be perceived as a conflict of interest are prevented and reported in a timely manner. This applies, for example, when personal, financial or business interests of the supplier or individuals involved may affect the objectivity of decision-making.

Suppliers comply with competition rules and do not participate in price fixing, cartels, procurement manipulation or other conduct that restricts fair competition. Suppliers comply with applicable trade, export control and sanctions rules and do not do business with parties where prohibited by law.

8. Data security, privacy and cyber resilience

KIVO expects suppliers to take appropriate organizational and technical measures to protect their information, systems and digital services against unauthorized access, loss, misuse, disruption or cyber incidents.

Suppliers who process information from KIVO, have access to KIVO systems or play a role in KIVO's digital services or operational continuity must pay special attention to information security and cyber resilience.

Suppliers also handle information from KIVO with care. Confidential information will only be used for the purpose for which it was provided and will not be shared with third parties without permission.

KIVO recognizes that cyber risks and information security incidents are not limited to one organization, but can also arise or spread through suppliers, service providers and other chain partners.

Therefore, KIVO expects suppliers to pay appropriate attention to the security of their own systems, processes and relevant supply chain. Suppliers are expected to identify risks that may affect the availability, integrity or confidentiality of information or services and to take appropriate measures to manage these risks.



Security incidents, cyber attacks, data leaks or other events that may affect the confidentiality, integrity, availability or continuity of information, systems or services that are relevant to KIVO will be reported without undue delay, so that timely and careful action can be taken to limit damage.

9. Supply chain responsibility

KIVO recognizes that risks and impact are not always immediately visible at the first-line supplier. That is why KIVO expects suppliers to be aware of and reasonably manage relevant risks in their own chain, especially when it comes to product safety, quality, human rights, working conditions, the environment, chemicals, integrity, information security and continuity.

Suppliers do not have to completely exclude every chain risk, but must demonstrably act appropriately. That means: recognizing risks, prioritizing, being transparent to KIVO when relevant, and contributing to improvements when shortcomings are identified.

10. Grievance Mechanisms and Speaking Up

KIVO expects suppliers to maintain appropriate and accessible channels through which employees, temporary workers, contractors and other relevant stakeholders can raise concerns, complaints or suspected violations of applicable laws, human rights principles, company policies or this Supplier Code of Conduct.

Suppliers are expected to promote a culture of openness and integrity in which concerns can be raised without fear of retaliation. Individuals who report concerns in good faith must be protected from intimidation, discrimination, harassment or any other form of adverse treatment.

Suppliers should ensure that reported concerns are reviewed, investigated where appropriate and addressed through timely and effective corrective actions. Lessons learned should be used to strengthen processes, reduce risks and prevent recurrence.



Notifications, transparency and collaboration

Suppliers report to KIVO when they reasonably know or suspect that there is a serious violation of this Code or of laws and regulations that are relevant to the cooperation with KIVO. This also applies to circumstances that may affect product safety, quality, security of supply, compliance, health, safety, environment or integrity.

Reports are handled carefully and discreetly. KIVO expects suppliers not to disadvantage or put pressure on employees and stakeholders when they report concerns, risks or suspected abuses in good faith.

Collaboration is key. Where shortcomings are identified, KIVO expects suppliers to cooperate openly in analysis, remediation and improvement. The goal is not to immediately distance ourselves from collaborations, but to monitor clear minimum standards and to act consistently when they are not complied with.

Review, documentation and follow-up

At the request of KIVO, suppliers must be able to demonstrate that they comply with this Supplier Code. This can be done through documentation, certificates, questionnaires, assessments, audits, improvement plans or other appropriate forms of verification. The degree of testing is risk-based and proportionate: critical suppliers or suppliers with higher risks can be assessed more intensively than suppliers with limited impact.

When it comes to product safety, quality, compliance, security of supply and continuity, such requests can also be made in relation to contractual agreements (such as SLAs).

When deficiencies are identified, KIVO expects the supplier to take appropriate corrective and preventive action within a reasonable period of time. In the event of serious, repeated or unaddressed violations, KIVO reserves the right to reassess the supplier status, suspend deliveries, impose additional conditions or terminate the cooperation.