Dis-Chem

Better health starts here

Supplier Code of Conduct

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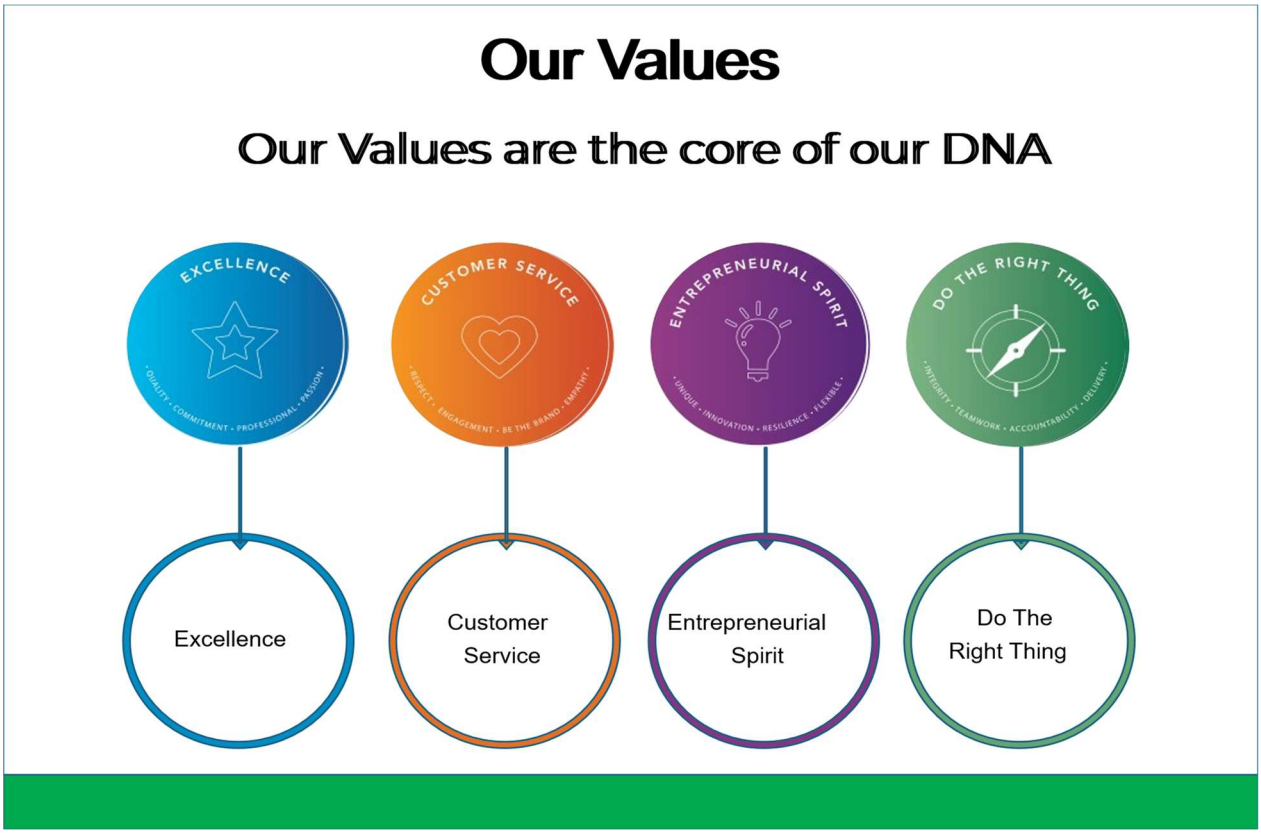
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1. Our values



Excellence

- Maintain high Quality standards.
- Be Professional.
- Be Committed to the Brand.
- Go above and beyond.
- Be Passionate about Dis-Chem.
- Put your best foot forward every day.
- Run your own area of responsibility as if it were your own.

Customer service

- Display Respect and Empathy towards our colleagues, peers, management, suppliers, and customers.
- Drive Engagement with our customers.
- Understand customer needs.
- Communicate clearly and continuously.
- Be the brand.
- Make customers excited about our offerings carefully selected to change their lives.

Entrepreneurial spirit

- Display Respect and Empathy towards our colleagues, peers, management, suppliers, and customers.
- Drive Engagement with our customers.
- Understand customer needs.
- Communicate clearly and continuously.
- Be the brand.
- Make customers excited about our offerings carefully selected to change their lives.

Do the right thing

- Act with Integrity.
- Do unto others as we would have them do unto us.
- Deliver on our promises.
- Work as a Team.
- If you want to go fast, go alone. If you want to go far, go together.
- Accept Accountability.
- Learn from our mistakes.

2. Background and Purpose

Dis-Chem is committed to conducting its business in an honest and ethical manner in compliance with the laws and regulations, therefore we would like to do business with suppliers that are compliant within their areas of operation.

For the purposes of this Supplier Code of Conduct, a supplier is any individual, organisation or company that provides goods or services to Dis-Chem. Suppliers are required to take steps to ensure that they understand and comply with the code as well as communicating it to internal stakeholders.

Dis-Chem supports its suppliers through training and development programs to better equip them in achieving their sustainability goals and enhancing their overall sustainability performance. Suppliers may be subject to inspections and/or audits to ensure compliance with this Code and in line with the submitted Dis-Chem Supplier Self-Assessment Questionnaire. An alleged or actual breach of this Supplier Code of Conduct must be reported to Dis-Chem. Dis-Chem reserves the right to investigate any alleged or actual breach of this Code of Conduct and suppliers must not unreasonably refuse to cooperate in any such investigation.

This is a condition of doing business with Dis-Chem and any contravention of this Code by the supplier could result in a review or termination of the supplier's contract with Dis-Chem.

3. Scope

The Code of Conduct applies to all suppliers.

4. Human Rights

Respecting human rights is an integral part of Dis-Chem's vision and values. It is in line with to our value of doing the right thing. We expect our suppliers to respect the human rights of all stakeholders, including vulnerable groups, and to respect the values, traditions and cultures and Indigenous communities in which we operate. We expect suppliers to ensure that their deployment of security forces is aligned with the Voluntary Principles on Security and Human Rights.

5. Labour

We are committed to fair labour practises in areas where we operate, and our suppliers are also required to commit and uphold accepted labour standards.

Suppliers shall comply with all applicable labour laws, regulations and standards in all countries in which they operate.

Suppliers are required to:

- Refrain in any use of child labour, forced or compulsory labour including bonded labour, military or slave labour, forced prison labour, slavery, servitude or human trafficking.
- Maintain favourable working conditions, including the rights to freedom of association, collective bargaining, non-discrimination, and equality.
- Ensure that all forms of bullying, violence, harassment and unlawful discrimination are prohibited.
- Provide equal opportunities and not engage in discrimination on employment decisions on the basis of personal characteristics such as health status, gender, race, nationality, ethnic, social and religion or belief, disability, age, and sexual orientation.
- Implement measures to monitor and eliminate excessive working hours to protect employee well-being and ensure fair working conditions.
- Meet and where possible, exceed local minimum wage

6. Health and Safety

Health & Safety of our employees and of our stakeholders who visits our operations are crucial and we aim to protect them against any harm or injuries. Our suppliers are required to provide working environments that support the health and safety of workers.

Suppliers shall have in place health and safety policies that are consistent with all laws, regulations and standards of the countries where they operate.

Suppliers must have the necessary systems and procedures to track, report, manage and prevent occupational injury and illness. Suppliers must ensure that their workers or personnel working on their behalf comply with all Dis-Chem's health and safety requirements when conducting activities at Dis-Chem sites.

7. The environment

We are committed to sustainable environmental outcomes through responsible management of natural resources in areas of our operation by minimising our environmental impact. Suppliers shall have in place environmental policies and processes that are consistent with the applicable laws, regulations and standards. Suppliers must have adequate systems and procedures to proactively track, report, manage and prevent their environmental impact.

8. Community

We strive to establish mutually beneficial partnerships with communities in our areas of operation and we appeal to our suppliers to pursue the same. Suppliers are encouraged to engage communities where they operate in a manner that respects the values, traditions and cultures of the local communities and undertaking community development initiatives in partnership with those communities.

9. Competition law

Dis-Chem subscribes to the principles of free and fair competition in line with the relevant competition laws which governs the countries in which we operate. Dis-Chem requires that all Suppliers conduct their business in full compliance with applicable competition laws intended to promote free and fair competition.

10. Conflict of interest and gifting

In conducting business ethically, we need to ensure that conflict of interest is declared between our suppliers and internal stakeholders inclusive of employees and board members by the suppliers and employees through formal processes.

Suppliers should be aware that, it is not permissible for Dis-Chem employees to give or receive gifts, hospitality or favours that could influence any business decision or that create the appearance of influencing such decision.

11. Anti-bribery and corruption

Dis-Chem prohibits employees from giving or accepting money or other inappropriate enticements, directly or indirectly to coerce or persuade the award of a business opportunity to Dis-Chem or the Supplier.

Suppliers are expected to be compliant with the anti-bribery and corruption laws in countries where they operate. Suppliers must also ensure that their suppliers do not engage in the giving or receiving of bribes, kickbacks or other similar improper or unlawful payments.

12. International trade regulations

Dis-Chem suppliers must adhere to all applicable trade and import regulations that apply to their activities.

13. Data privacy and security

Dis-Chem expects suppliers to comply with privacy and information security laws and regulatory requirements within the countries where they operate when processing, collecting, storing, transmitting, or sharing personal data related to customers, suppliers, consumers, and employees. Dis-Chem suppliers shall commit to protecting the reasonable privacy expectations of personal information of everyone you do business with.

14. Compliance

Suppliers shall comply with applicable regulatory requirements within countries of operation and in relation to their industry of operation.

15. Confidentiality

Suppliers for any reason, may not disclose to any third party Dis-Chem's intellectual property, trade secrets or other confidential, proprietary, or sensitive information without the prior written consent of Dis-Chem.

16. Declaration

I, (name and surname)

..... In my capacity as

(Designation) ..... duly

authorised thereto, herby certify that, on behalf of the (name of organisation)

.....

1. We commit to complying with this Code of Conduct and to actively monitoring compliance with its principles. 2. We further commit to: o Providing all information and documents that are reasonably requested. o Permitting inspection and/or audit at any time of our workplaces, operations, or offices. o Maintaining full transparency in all dealings with Dis-Chem

SIGNATURE ..... DATE .....

N.B. – THIS SUPPLIER CODE OF CONDUCT DOES NOT ENTITLE THE SUPPLIER TO RECEIVE ANY WORK FROM DISCHEM WHATSOEVER