



# Supplier Code of Conduct

## Applicability of the Supplier code of conduct

This supplier code of conduct sets standards of ethical conduct which IVC Vita Health requires from suppliers doing business with or on behalf of IVC. We require all suppliers to adhere to this supplier code and are expected to implement the proposed recommendations in accordance with their programs and services.

We recognize that our suppliers and vendors operate in separate legal and social cultural geographic locations. However, the standards outlined here provide a yardstick for acceptable conduct. Where applicable local / national laws impose less stringent obligations on the vendor, they are expected to adhere to the standards of this supplier code and where national / regional laws are more stringent, the vendor is expected to comply with such obligations.

## Our Values

We are your Canadian partner driving self-care innovation to enrich health. At IVC Vita Health our success is a combination of ethical integrity, innovation, productivity, quality, and safety. This commitment to the well-being of our people and communities extends across our supply chain including our employees, vendors / suppliers, consultants, and subsidiaries.

IVC Vita Health is committed to operating sustainably and to doing whatever it takes to uphold the principles of sustainability including engagement and partnership with all stakeholders within the framework of trust and integrity.

Our corporate “**ENRICH**” values provide insight into what is important to our organization, guide our corporate culture, decision making and pave the way for success for individuals in our company.

1. **Empowerment:** We foster a safe environment equipping our teams to take courageous action and value everyone’s contribution.
2. **Nimble:** We demonstrate agility by innovating and adapting to changing circumstances.
3. **Respect:** we are an inclusive workplace that acts with consideration, empathy, and willingness to help others.
4. **Integrity:** We act with honesty, honour, and truthfulness for our employees, customers, and community.
5. **Collaboration:** We contribute, support, and listen to each other to drive success.
6. **Having Fun:** We value teamwork & celebrate our successes.

## **SUPPLIER EXPECTATIONS:**

### **1. Regulatory compliance**

Vendors and suppliers are required to act in accordance with laws and regulations applicable to their business jurisdiction. At minimum suppliers are expected to uphold the principles of the United Nations Global Compact and the International Labor organization (ILO) core standards and declaration on fundamental principles of the right to work. Though we seek to work with vendors to improve conditions, we may terminate our relationship with any supplier that fails to meet these responsibilities.

### **2. Human Rights**

Human rights are rights inherent to all human beings. They include the right to life and liberty, freedom from slavery and torture, freedom of opinion and expression, the right to work and education. Everyone is entitled to these rights, without discrimination (UNHRC 2024). All employees are entitled to be treated equally with dignity and respect, regardless of age, race, sex, sexual orientation, nationality, ethnicity, language, religion, or disability.

Vendors/Suppliers must uphold human rights principles and reflect this in their policies related to recruitment, selection, compensation, training, promotion, discipline and other employment practices. Discrimination of any kind is not tolerated.

#### **Forced and child labour:**

Use of forced, bonded, compulsory labor or any form of modern slavery by the Supplier is prohibited. This encompasses work not voluntarily performed that is coerced by a person under threat, force, or penalty, or threatened abuse of law or legal process.

Vendors / suppliers are barred from partaking in or benefitting from any form of human trafficking. Employees must not be required, as a condition of employment, to make a payment, or surrender any government-issued identification, passports, work permits or any other documents necessary for free movement and termination of employment. Vendors must extend to their employees the right to leave work and free termination of employment within the limits of legal notice.

Suppliers are forbidden from employing individuals below the minimum age permitted by local law and the core ILO standards, including ILO Convention 138. IVC Vita Health is committed to the elimination of all forms of child labor. Vendors are prohibited from using child labor in accordance with ILO Convention 182.

Workers should work freely, aware of the terms and conditions of their work in advance and should be paid regularly as agreed.

#### **Fair Wages, Benefits, and Working Hours:**

Suppliers / vendors will extend to employees all legally mandated wages and benefits in compliance with applicable laws regarding deductions from wages. Vendors must also comply with all applicable overtime, rest periods, and maximum working hours rules.



## **Non- Discrimination**

Vendors/suppliers must demonstrate an inclusive culture and must have policies in place to ensure they do not discriminate against individuals on the basis of race, colour, gender, age, original nationality, religion, sexual orientation, gender identity and expression, marital status, citizenship, disability, veteran status, HIV/AIDS status or any other legally protected factor.

## **Collective bargaining and Freedom of association:**

Vendors / suppliers must comply with local regulations regarding the activities of workers unions and work councils and other organizational activities. Suppliers must recognize and respect the rights of employees to choose whether to freely associate, organize and bargain collectively, in accordance with local laws and core conventions of the ILO.

## **Bullying & Harassment**

Vendors/suppliers must establish and abide by policies aimed at eliminating workplace bullying and harassment on the grounds of age, race, colour, religion, gender. They must establish non-punitive mechanisms for employees to report workplace bullying and harassment and must take steps to fully investigate and resolve each complaint. Management must abide by these policies, ensure employees are aware of their rights, and encourage their staff to work together to eliminate bullying and harassment.

## **Employee Health and Safety:**

Suppliers must provide a safe, clean, and healthy work environment. Our vendors must abide by all applicable laws with respect to occupational health and safety. Vendors should ensure that actual and potential risks to worker health and safety are identified, assessed, and eliminated or managed to mitigate their impacts and ensure preparedness. This includes implementing appropriate safety procedures and preventative maintenance, providing training, and Personal Protective Equipment (PPE) as required.

Vendors should strive for continuous improvement in safety performance and regularly review and update their safety programs and practices to ensure compliance with law and industry standards.

All contractors who perform work on IVC Vita Health property must abide by IVC's Guide for Employees and Contractors Protection, Health, and Safety to avoid injuries and incidents.

## **Employee Grievances:**

Suppliers are expected to allow workers to openly communicate and share grievances with management about working conditions without fear of reprisal or harassment. All vendors are advised to implement a grievance management system to handle internal and external complaints.

## **3. Environment and climate change:**



We encourage our vendors to strive to create sustainable processes and commit to being forward-thinking and environmentally responsible in all their business activities, including complying with all applicable environmental laws and regulations. Suppliers must conduct their operations with minimal environmental impact, respect applicable environmental laws and regulations and adopt procedures, contingency plans, emergency response measures and management systems, as appropriate for their business. We expect vendors to be aware of our environmental policy.

**Environmental Permits and Reporting:** Suppliers and vendors will obtain and keep current all required environmental permits, approvals, audits and registrations, and follow the operational and reporting requirements of such permits, etc. On request, all vendors must commit to providing IVC vita health with copies of such permits, etc.

**Resource and Energy Efficiency and Climate Leadership.** Throughout their operations, suppliers should try to reduce resource consumption, including raw materials, energy, and water. They commit to implement reuse and recycling practices aimed at reducing and eliminating waste. Suppliers should have a plan for reducing energy consumption, greenhouse gas emissions, and other emissions into the atmosphere, water, and soil.

**Waste, Wastewater, and Stormwater Management.** Suppliers will manage all waste streams in compliance with applicable laws and regulations and in an environmentally responsible and secure manner.

**Toxic and Hazardous Materials.** Suppliers must handle and dispose of hazardous materials in accordance with applicable laws and regulations.

**Climate Change.** Suppliers should also take the necessary measures to ensure that their business is resilient to potential adverse climate change impacts. Suppliers should implement measures to prevent and reduce greenhouse gas emissions and other pollutants, including setting climate change objectives and targets.

**Employee Training.** Vendors will provide their employees with the appropriate environmental training to ensure they perform their duties with sustainability considerations in mind.

**Biodiversity Conservation.** Suppliers are encouraged to seek opportunities for biodiversity conservation, including the rational use of natural resources required for their operations and the promotion of conserving, recycling, or reusing materials.

#### **4. Supporting Indigenous peoples and Local communities:**

IVC Vita Health strives to support the communities in which we operate by building positive and sustainable relationships. We aim to be inclusive by building mutually beneficial symbiotic relationships with all indigenous peoples in our community. We encourage our vendors to implement strategies to do the same. Where applicable, supplier should have an approach for indigenous people's engagement geared towards, promoting local employment opportunities, and identify and foster business opportunities that support Indigenous-owned businesses and their communities.



## 5. Anti bribery and corruption:

Vendors/Suppliers must not engage in any form of bribery, fraud, extortion, collusion, embezzlement, money laundering or other corrupt practices. Vendors are required to accurately disclose their business dealings and to avoid greenwashing or misrepresentation. Vendors must comply with all applicable international trade export control, economic sanctions or embargo laws, and customs laws and regulations. In addition, suppliers must comply with all applicable national and international anti-corruption and anti-bribery laws and regulations.

Gifts & Hospitality. IVC Vita Health limits its employees' ability to accept gifts and hospitality. Vendors are expected to not offer any gifts or hospitality such as cash payments, gratuities, privileges, or other personal rewards, which are intended to influence activities or affairs to facilitate business.

## 6. Compliance, monitoring, and oversight:

Vendors will take all reasonable steps to monitor their own compliance with this code of conduct and to diligently correct identified instances of non-compliance. IVC Vita Health reserves the right to audit this compliance as per disclosures and commitments included our contractual agreement, and to request records, documents, and other information to verify the Supplier's commitment to, and compliance with, this code of conduct including a self-assessment questionnaire.

### Reporting and compliance:

Vendors / suppliers will be expected to demonstrate compliance with this Supplier Code upon IVC Vita Health's request. IVC reserves the right to verify compliance with this Supplier Code of conduct including through site visits. Suppliers must promptly report any known or suspected violations of this Code to IVC through the designated reporting channels.

### Remediation:

In the event of a violation, suppliers must work to promptly develop and implement corrective action plans to remedy any material non-conformance.

If anyone believes that a vendor has engaged in illegal, unethical, or otherwise improper conduct, or conducted any other activity in violation of this Supplier Code, they are encouraged to speak up and report such conduct using one of the following avenues.

### SUBMIT A REPORT:



Online through our secure Website: <http://www.clearviewconnects.com>



Over the phone through our dedicated toll-free number: 1-833-853-5342



By mail through the confidential post office box at: P.O. Box 11017 Toronto, Ontario M1E 1N0



Suppliers must not retaliate against any person for reporting, in good faith, contraventions of this Supplier Code, or for filing a complaint, testifying, assisting, or participating in any manner in any investigation, proceeding, or hearing conducted by a government enforcement agency.

**Commitment:**

**To be an approved supplier to IVC Vita Health, it is essential to demonstrate compliance with the entirety of the code of conduct as described in this document. Please sign below to confirm the commitment of your company to abiding by these principles.**

I, the undersigned, have the authority to bind the company and confirm that my company shares these same principles and have procedures in place to ensure their application.

Company Name: \_\_\_\_\_  
Signatory Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

