

TOI TOI & DIXI GROUP

Code of Conduct

for Suppliers



PREFACE

TOI TOI & DIXI Group GmbH and its national and international affiliates (referred to collectively as the “TOI TOI & DIXI Group”) stand for cutting-edge sanitary and hygiene solutions of the highest quality. We accept the responsibility of offering infection prevention, comfort and hygiene with our perfectly matched range of products and services.

We maintain a trusting relationship with our business partners. Our suppliers substantially contribute to the success of the TOI TOI & DIXI Group. In this respect, we consider a common understanding of standards in the fields of social responsibility, health protection and hygiene at the workplace, environmental responsibility and proper corporate and business management to be an essential foundation.

This Code of Conduct for Suppliers (hereinafter also referred to in short as “Supplier Code of Conduct”) lays down in concrete terms what the TOI TOI & DIXI Group expects from its suppliers in this respect (including all executive bodies, employees and representatives) and what commitments they make to the TOI TOI & DIXI Group. The Supplier Code of Conduct reflects the values of our own TOI TOI & DIXI Group Code of Conduct, which must be followed by the management, the executives and all employees of the entire TOI TOI & DIXI Group.

1. COMPLIANCE WITH LAWS

The TOI TOI & DIXI Group requires its suppliers to comply with all applicable laws and regulations.

2. SOCIAL ASPECTS

Respect for human rights

We expect our suppliers to respect and support the UN Universal Declaration on Human Rights and to ensure that they are not involved in any human rights violations. Where national legislations are in place that offer the employees a higher level of protection, these rules shall apply.

Occupational safety and health

Our suppliers must ensure their employees’ safety and health at the workplace – including with regard to appropriate hygiene standards – in compliance with applicable laws and regulations. All hazards and resulting health risks to which employees are exposed must be properly assessed and necessary protective measures must be taken. In addition, employees must receive ongoing instruction in general safety regulations. We define the workplace as any place of performance of our suppliers, both in their own properties and facilities (“on premise”) and during mobile operations, such as at construction sites or when working from home (“off premise”).

No child labour, forced labour, illegal labour or other involuntary labour

Our suppliers must not tolerate child labour, forced labour, illegal labour or any other form of involuntary labour.

No discrimination or harassment

Our suppliers must treat all their employees with respect and dignity. No employee may be physically, mentally, sexually or verbally harassed or abused – in any way or for any reason. The prohibition of discrimination at the workplace also applies with regard to recruitment, remuneration, promotion or dismissal.

Ensuring freedom of association and the right to collective bargaining

Our suppliers will guarantee freedom of association and the right to collective bargaining within the scope of their business activities on the basis of the applicable national legislation. In particular, the suppliers shall ensure that employees can openly discuss working conditions with the company management without having to fear disadvantages and are entitled to form interest groups.

Transparency of working hours and remuneration

The working hours must comply with applicable national laws. The employees must receive employment contracts that stipulate their working hours and remuneration. All remuneration must be paid without delay and in compliance with applicable national laws and local standards in an amount that is sufficient to cover basic needs and additionally provide some discretionary income.

Respect for local communities

Our suppliers undertake to prevent any negative physical, social and environmental impacts and risks for local communities.

3. ENVIRONMENT

Protection of the environment

We expect our suppliers to have developed and implemented a specific environmental policy and to observe all applicable laws and regulations governing environmental protection within the scope of their business activities.

Handling of hazardous substances

When handling substances (materials, preparations and products) that are classified as hazardous when released into the environment, our suppliers must ensure their safe procurement, labelling, handling, transport, storage and disposal.

Reducing resource consumption, waste and emissions

Continuous efficiency improvement in terms of responsible and careful handling of natural resources is an important part of the business management and operations. All types of waste as well as all emissions

to air, water and soil must be minimised, identified and monitored.

Conflict minerals

Our suppliers undertake to observe applicable laws and regulations governing conflict minerals. Should products manufactured and/or supplied by our suppliers contain tin, tantalum, tungsten or their ores or gold, we must be notified without delay and without being requested.

4. BUSINESS RELATIONS

Compliance with antitrust laws and commitment to free competition

Our suppliers must observe and comply with all applicable national and international antitrust laws. We expect our suppliers to commit themselves to fair competition and transparent markets and act against unfair, non-transparent and restricted competition. In particular, price fixing and market sharing with competitors and the abuse of a dominant market position through price discrimination and other practices are not tolerated. This must be guaranteed by taking preventive measures as appropriate and necessary.

Anti-corruption

Our suppliers must act against corruption and bribery and ensure that personal relationships do not interfere with business activities. In particular, our suppliers must ensure that their employees do not demand or accept any improper benefits. Benefits are considered improper if they are of such nature and scope that they are likely to influence the recipient's actions and decisions.

Money laundering

Our suppliers must refrain from any form of money laundering activities and are obliged to also ensure this within their supply chain.

Data protection

Our suppliers undertake to comply with the principles of the General Data Protection Regulation (GDPR) and must ensure the careful handling of personal data. This includes in particular appropriate training and awareness-raising of the employees entrusted with the processing of personal data.

Conflicts of interest

Our suppliers must ensure that no conflicts of interest arise between them and the TOI TOI & DIXI Group or, if such conflicts are discovered, that they are eliminated and reported to the TOI TOI & DIXI Group.

Protection of trade secrets

Our suppliers undertake to treat business information, such as technical, financial or competition-related information, as confidential and in compliance with existing confidentiality and non-disclosure agreements at all times. This also applies after termination of the business relationship. Our suppliers are required to take appropriate measures to protect such information.

5. GRIEVANCE MECHANISM

We strongly recommend that our suppliers establish a grievance mechanism that allows concerns and potential violations of law or of the above provisions to be reported anonymously while protecting the identity of the reporting persons and preventing any reprisals. Where this is not possible, we expect our suppliers to listen openly to concerns voiced, act accordingly and protect the reporting person.

Additionally, our suppliers must inform and encourage their employees to contact the external whistleblower hotline of the TOI TOI & DIXI Group to report any problems concerning the effective implementation and corresponding enforcement of this Code of Conduct for Suppliers anonymously to our external whistleblower system. For more details about the system and the contact details, please visit our website www.toitoidixi.de/company/about-us/compliance/

6. SUPPLY CHAIN

Our suppliers undertake to comply with the principles laid down in this Code of Conduct when selecting their own suppliers.

Furthermore, our suppliers are required to ensure that their subcontractors also comply with and implement the requirements laid down in this Supplier Code of Conduct.

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