



Supplier Code of Conduct

Tismor Health & Wellness (Tismor) is a leading provider of contract manufacturing and third-party packaging services for health and wellness products in Australia and internationally. Tismor is committed to delivering high-quality products that meet the highest standards of safety, efficacy, and sustainability. Tismor also strives to conduct its business with integrity, respect, and social responsibility.

Tismor expects its suppliers of materials and services (Suppliers) to share its values and principles and to adhere to this Supplier Code of Conduct (Code). This Code sets out the minimum requirements that Suppliers must comply with to do business with Tismor. Suppliers are also responsible for ensuring that their subcontractors, agents, and employees comply with this Code.

Respect of this code of conduct by the suppliers will determine both the onboarding and the continuing commercial relationship between the suppliers and Tismor.

COMPLIANCE WITH LAWS AND REGULATIONS

Suppliers must comply with all applicable laws and regulations in the countries where they operate, including but not limited to those relating to labour, health and safety, environment, anti-corruption, anti-trust, intellectual property, data protection, and product quality.

LABOUR AND HUMAN RIGHTS

Suppliers are expected to comply at least with international human rights treaties, without prejudice to more favourable national laws. In particular, the observance of ILO (International Labour Organisation) fundamental conventions by suppliers is an essential requirement for Tismor.

DISCRIMINATION

Suppliers must respect and protect the human rights and dignity of all workers and treat them fairly and equally.

Suppliers must not engage in or tolerate any form of discrimination, harassment, abuse, or coercion based on race, colour, gender, age, religion, national origin, disability, sexual orientation, or any other protected characteristic.

Reviewed By	Approved By	Policy No.	Issue Date	Date Reviewed	Next Review Due	Pages
Sylvia Marie	George Johnstone	TIS-032	February 2024	February 2024	February 2025	Page 1 of 8

FREEDOM OF ASSOCIATION

Suppliers must also respect the right of workers to freedom of association and collective bargaining, and to participate in or refrain from participating in any lawful trade union or worker organisation.

FORCED LABOUR

Suppliers must not use or support any form of forced, bonded, indentured, or involuntary labour, or human trafficking. Suppliers must ensure that all workers are employed voluntarily and are free to leave their employment at any time with reasonable notice. Suppliers must not retain or withhold any worker’s identity documents, passports, work permits, or other personal documents.

VIOLENCE AND HARM

Suppliers will respect the physical or psychological integrity of persons and will not tolerate any practice such as inhumane treatments, physical punishments, insults, harassment, mental or physical coercion.

CHILD LABOUR

Suppliers must not employ any child labour, which is defined as any work that is harmful to the health, safety, education, or development of children under the age of 15, or under the minimum age for work or compulsory schooling in the country of operation, whichever is higher. Suppliers must also comply with all applicable laws and regulations regarding the employment of young workers, who are defined as workers between the ages of 15 and 18 and ensure that they do not perform any hazardous or harmful work.

WAGES AND FRINGE BENEFITS

Suppliers must provide workers with fair and competitive wages and benefits that meet or exceed the legal minimum or the prevailing industry standard, whichever is higher. Suppliers must also comply with all applicable laws and regulations regarding working hours, overtime, rest periods, and public holidays, and ensure that workers are not required to work excessive or unreasonable hours.

Reviewed By	Approved By	Policy No.	Issue Date	Date Reviewed	Next Review Due	Pages
Sylvia Marie	George Johnstone	TIS-032	February 2024	February 2024	February 2025	Page 2 of 8

HEALTH AND SAFETY

Suppliers must provide workers with a safe and healthy work environment that complies with all applicable laws and regulations and prevents or minimises the risk of accidents, injuries, and illnesses. Suppliers must also provide workers with adequate and appropriate personal protective equipment, training, and medical care.

Suppliers must implement and maintain effective health and safety management systems and procedures and conduct regular inspections and audits to ensure compliance and continuous improvement.

Suppliers must also report and investigate any health and safety incidents and take corrective and preventive actions to prevent recurrence.

Suppliers must respect the right of workers to refuse or stop work that poses an imminent danger to their health and safety, and to report any health and safety concerns without fear of retaliation or reprisal.

ENVIRONMENT

Suppliers ensure that programs are in place at all their sites to minimise the use of hazardous substances and ensure to operate their sites and activities in an environmentally responsible and efficient manner to minimise adverse impact on the environment.

CLIMATE CHANGE

Suppliers measure and report their carbon footprint and greenhouse gases emissions and pledge to voluntarily reduce them.

RELEASES IN THE ENVIRONMENT (AIR, WATER, SOIL)

Suppliers must also reduce their generation of waste, emissions, and pollutants, and increase their reuse, recycling, and recovery of materials. Suppliers must also ensure the proper handling, storage, transportation, and disposal of hazardous and non-hazardous waste, and prevent any spills, leaks, or releases that may harm the environment or human health.

POLLUTION PREVENTION

Suppliers make sure that all the substances presenting an environmental risk are identified, labelled, stored, handled, and shipped in a manner that prevents and mitigates accidental spills and releases to the environment.

Reviewed By	Approved By	Policy No.	Issue Date	Date Reviewed	Next Review Due	Pages
Sylvia Marie	George Johnstone	TIS-032	February 2024	February 2024	February 2025	Page 3 of 8



A prevention plan and emergency preparedness plan are in place to treat any chronic or accidental event presenting an environmental risk (air, soil, water, and groundwater) inside or outside the site.

Suppliers must disclose and report any environmental incidents and violations and take corrective and preventive actions to prevent recurrence. Suppliers must also cooperate with Tismor and relevant authorities in any environmental investigations or audits.

RESOURCES MANAGEMENT

Suppliers will strive to reduce energy and water consumption to preserve natural resources and increase their use of renewable and alternative resources. Suppliers preserve biodiversity locally in its site and indirectly, through their purchased raw material policy.

Reviewed By	Approved By	Policy No.	Issue Date	Date Reviewed	Next Review Due	Pages
Sylvia Marie	George Johnstone	TIS-032	February 2024	February 2024	February 2025	Page 4 of 8

ETHICS & INTEGRITY

Suppliers must conduct their business with honesty, integrity, and transparency, and avoid any conflicts of interest that may compromise their relationship with Tismor or their ability to perform their obligations. Suppliers must also respect the confidentiality and privacy of any information or data that they receive or access in relation to their business with Tismor, and protect it from unauthorised use, disclosure, or loss.

Suppliers must not engage in or tolerate any form of corruption, bribery, extortion, fraud, embezzlement, money laundering, or other illegal or unethical practices, either directly or indirectly, to obtain or retain business or any advantage. Suppliers must also comply with all applicable anti-corruption and anti-trust laws and regulations, and refrain from any activities that may restrict or distort fair and open competition.

Suppliers must not offer or provide any gifts, entertainment, hospitality, or other benefits to Tismor employees or representatives that may influence or appear to influence their business decisions or create a conflict of interest. Suppliers must also not solicit or accept any such benefits from any third parties that may influence or appear to influence their business decisions or create a conflict of interest.

PRODUCT QUALITY & SAFETY

Suppliers must ensure that the products and services that they provide to Tismor meet or exceed the agreed specifications, standards, and requirements, and comply with all applicable laws and regulations regarding product quality and safety. Suppliers must also implement and maintain effective quality management systems and procedures and conduct regular inspections and tests to ensure compliance and continuous improvement.

Suppliers must ensure that the products and services that they provide to Tismor are free from any defects, contaminants, adulterants, or counterfeit materials, and that they are properly labelled, packaged, stored, and transported. Suppliers must also ensure that they have adequate, appropriate traceability, and recall systems and procedures, and that they cooperate with Tismor and relevant authorities in any quality or safety investigations or audits.

Suppliers must disclose and report any quality or safety issues or incidents and take corrective and preventive actions to prevent recurrence. Suppliers must also provide Tismor with any relevant information or documentation regarding the products and services that they provide, such as certificates of analysis, test reports, or MSDS.

MONITORING & COMPLIANCE

Tismor reserves the right to monitor and verify the compliance of Suppliers with this Code, either directly or through third parties, by conducting inspections, audits, interviews, or reviews of records and documentation. Suppliers must cooperate fully with Tismor and provide access to their facilities, operations, workers, and information as requested.

Reviewed By	Approved By	Policy No.	Issue Date	Date Reviewed	Next Review Due	Pages
Sylvia Marie	George Johnstone	TIS-032	February 2024	February 2024	February 2025	Page 5 of 8



Suppliers must promptly report any actual or suspected violations of this Code to Tismor, either directly or through Tismor's whistleblower email. Suppliers must also ensure that their workers have a mechanism to report any grievances or concerns without fear of retaliation or reprisal.

Tismor will review and update this Code periodically and communicate any changes to Suppliers. Suppliers are expected to comply with the latest version of this Code and to communicate it to their subcontractors, agents, and employees.

Tismor may terminate its business relationship with any Supplier that fails to comply with this Code or to take appropriate corrective and preventive actions within a reasonable time. Tismor may also seek any remedies that it may have under the law or contract.

Reviewed By	Approved By	Policy No.	Issue Date	Date Reviewed	Next Review Due	Pages
Sylvia Marie	George Johnstone	TIS-032	February 2024	February 2024	February 2025	Page 6 of 8



PRIVACY & DATA PROTECTION

In our shared journey towards excellence and innovation, Tismor Health & Wellness mandates that the sanctity of personal data is our collective priority. We have mapped out clear directives outlining our steadfast commitment to privacy and data protection—a blueprint that we expect every supplier and collaborator to own and implement with rigor and foresight.

Adherence to Highest Standards: Your operations must mirror the gold standard of data protection laws both locally and globally. Any engagement of third-party contractors must extend these high standards without exception.

Fortify Data Security: Equip your systems with state-of-the-art defences against unauthorised access, data breaches, and any form of data loss. Demonstrating foresight in data management is not just expected—it’s ingrained in our partnership ethos.

Breach Response Protocol: In the frontlines of data breach containment, act swiftly, inform Tismor promptly, and execute a predefined action plan with precision. Let’s turn challenges into showcases of efficiency and reliability.

Respecting Data Rights: Streamline processes to acknowledge and expedite any individual’s requests concerning their personal data. Showcase your commitment to uphold their data rights without compromise.

Invest in Training: Your team—the custodians of data—must receive thorough training. This fortifies our collective defence, empowering individuals to act as guardians of privacy and architects of trust.

Risk Assessment and Compliance: Engage in proactive risk assessment exercises, aligning with Tismor’s commitment to constant vigilance, and infallibly adhere to data protection duties.

Contractual Data Protection Clauses: We expect these principles to be more than best practices; they should be integrated into the very fabric of our contractual engagements.

Transparent Evaluation: Maintain insightful and verifiable metrics that reflect adherence to these guidelines. Be open to audits from Tismor-approved third parties, all in the spirit of transparency and continuous improvement.

At Tismor, we endeavour to lead by example, cultivating a service chain that reveres customer confidentiality and data integrity. It is our collective responsibility to protect the trust placed in our hands by millions who depend on us. We ask you to join us with unwavering commitment and a clear vision of the future—one where privacy and innovation coexist seamlessly, elevating every standard we set.

Reviewed By	Approved By	Policy No.	Issue Date	Date Reviewed	Next Review Due	Pages
Sylvia Marie	George Johnstone	TIS-032	February 2024	February 2024	February 2025	Page 7 of 8



A handwritten signature in black ink, appearing to read "G. Johnstone", with a long horizontal flourish extending to the right.

George Johnstone
Chief Executive Officer

Reviewed By	Approved By	Policy No.	Issue Date	Date Reviewed	Next Review Due	Pages
Sylvia Marie	George Johnstone	TIS-032	February 2024	February 2024	February 2025	Page 8 of 8