



# SUPPLIER CODE OF CONDUCT

# Table of Contents

Introduction	02
Purpose and Scope	02
Core Values and Guiding Principles	02
Compliance with Laws, Regulations, and International Certifications	03
Commitment to the Environment	04
Health and Safety	05
Human Rights and Fair Labor Practices	06
Ethical Business Practices, Tax Compliance and Fraud Prevention	07
Anti-Counterfeiting and Intellectual Property Protection	07
Confidentiality and Data Integrity	08
Certification, Auditing and Reporting Requirements	09
Continuous Improvement, Corrective Actions and Enforcement	09
Acknowledgement and Signature	11

# Introduction

At Hotpack Global , we recognize that our success is intrinsically linked to the performance and ethical practices of our supply chain partners. In an increasingly interconnected global market, our responsibility extends not only to our operations but also to every supplier, service provider, contractor, and business partners with whom we collaborate. This Supplier Code of Conduct serves as a comprehensive framework that outlines the standards and expectations for our partners—whether regional or international—to operate in a manner that reflects our commitment to corporate social responsibility, sustainability, and ethical business practices.

This Code of Conduct is designed to be inclusive and applicable to all parties engaged in the supply chain, irrespective of their geographical location or industry sector. It is built on the principles of respect for human rights, environmental stewardship, and transparency in all business dealings. By integrating internationally recognized standards and certifications such as ECOVADIS, SEDEX, and other relevant social and environmental certifications, we aim to foster a sustainable supply chain that meets the highest ethical standards while driving continuous improvement and innovation.

## Purpose and Scope

### Purpose

1. The primary purpose of this Supplier Code of Conduct is to ensure that every individual and entity involved in our supply chain:
2. Upholds the highest standards of ethical behavior and corporate responsibility.  
Adheres to all applicable local, regional, and international laws and regulations.
3. Demonstrates a commitment to environmental protection, health and safety, human rights, and fair labour practices
4. Maintains transparency, accountability, and integrity in all business interactions.

### Scope

This Code applies to all suppliers, subcontractors, service providers, contractors, and any similar entities that engage with Hotpack Global Company, regardless of the size, location, or nature of the business. Specifically, it covers:

All parties are required to comply with the standards set forth in this document and to integrate these practices within their operations and supply chain management systems. This Code is not merely a set of guidelines but a binding framework for ethical business conduct that supports the long-term sustainability and reputation of our organization.

## Core Values and Guiding Principles

Our Supplier Code of Conduct is founded on a set of core values and guiding principles that reflect our commitment to excellence in business practices. These include:

- 1. Integrity:** We expect honesty and transparency in all transactions, with a steadfast commitment to ethical behavior.
- 2. Compliance:** We uphold strict adherence to all applicable laws, regulations, and international standards.
- 3. Innovation:** We encourage proactive measures and innovative solutions that enhance efficiency and contribute to sustainable development.
- 4. Respect:** We believe in treating every individual with dignity, fairness, and respect, regardless of cultural, geographical, or social differences.
- 5. Sustainability:** We are dedicated to environmental stewardship and the sustainable use of natural resources.
- 6. Collaboration:** We value open communication and collaboration with our supply chain partners to drive continuous improvement and mutual success.

These principles form the backbone of our business philosophy and are integral to maintaining the trust and confidence of our stakeholders worldwide.

## Compliance with Laws, Regulations, and International Certifications

All parties engaging with Hotpack Global Company are expected to comply with a wide range of local, regional, and international laws and regulations. This includes, but is not limited to:

- 1. Local and National Legislation:** Suppliers must adhere to the statutory requirements in their respective countries, including labor, environmental, and corporate governance laws.
- 2. International Standards:** In addition to local laws, suppliers are required to comply with internationally recognized standards such as the International Labour Organization (ILO) conventions, the United Nations Global Compact.
- 3. Certification Requirements:** Suppliers encouraged to hold relevant certifications that validate their commitment to ethical and sustainable practices. Among these, internationally recognized certifications such as ECOVADIS, SEDEX, and other industry-specific social and environmental certifications are highly encouraged and, in many cases, required.
- 4. Anti-Corruption and Anti-Bribery Regulations:** Strict compliance with laws aimed at preventing corruption, bribery, and unethical financial practices is mandatory.
- 5. Data Protection and Cybersecurity:** Suppliers must adhere to applicable data protection and cybersecurity laws to ensure the confidentiality and integrity of sensitive information.

Failure to comply with these legal and regulatory standards may result in the termination of business relationships and other corrective actions as outlined in Section XII.

# Commitment to the Environment

Hotpack Global Company is committed to integrating environmental sustainability into every aspect of its operations. We expect our suppliers to share this commitment and actively engage in practices that minimize environmental impact.

## Environmental Vision and Priorities

Our environmental vision is to create a supply chain that contributes to a healthier, more sustainable planet. To achieve this, we have identified several key priorities:

- 1. Environmental Compliance:** Suppliers must comply with all applicable environmental laws and regulations, including proper disposal of hazardous materials, responsible waste management, and adherence to environmental permitting requirements. They should stay informed about evolving regulations and adjust their practices accordingly.
- 2. Carbon Reduction and Climate Action:** Suppliers should work towards reducing greenhouse gas emissions by adopting energy-efficient technologies, transitioning to renewable energy sources, and implementing emission-reduction strategies. They should track and report emissions, set reduction targets, and regularly assess progress in alignment with international initiatives such as the Science-Based Targets initiative (SBTi) and the Paris Agreement.
- 3. Sustainable Resource Use:** Suppliers are encouraged to minimize resource consumption, energy usage, and waste generation. Implementing resource-efficient practices not only reduces environmental impact but can also lead to operational cost savings.
- 4. Sustainable Sourcing:** Suppliers should prioritize responsible sourcing of raw materials, evaluate the environmental impact of their procurement decisions, and collaborate with partners who share a commitment to sustainability.
- 5. Biodiversity and Ecosystem Protection:** Suppliers must avoid practices that contribute to deforestation or habitat destruction and support sustainable sourcing of materials.
- 6. Pollution Prevention:** Suppliers should minimize the use of hazardous chemicals and ensure proper waste disposal methods are in place to prevent environmental contamination.
- 7. Energy Efficiency:** Transitioning to renewable energy sources and enhancing energy efficiency in operations is highly encouraged.

## Expectations from Suppliers on Environmental Practices

Suppliers are required to:

- 1. Develop and Implement Environmental Policies:** Establish clear policies that outline environmental objectives, performance targets, and strategies for continuous improvement.
  - 2. Adopt Sustainable Practices:** Integrate eco-friendly practices into all aspects of operations, from production to logistics, and collaborate with partners to reduce environmental footprints.
  - 3. Measure and Report Environmental Impact:** Regularly monitor, document, and report on environmental performance, including energy usage, carbon emissions, water consumption, and waste management practices.
  - 4. Engage in Continuous Improvement:** Regularly review and update environmental strategies to keep pace with evolving technologies, regulatory requirements, and best practices.
  - 5. Pursue Certification:** Obtain and maintain relevant environmental certifications, such as ISO 14001, and participate in assessments by reputable organizations like ECOVADIS.
- By meeting these expectations, suppliers contribute to the shared goal of creating a sustainable, eco-friendly supply chain that benefits communities, businesses, and the planet.

# Health and Safety

Health and safety are non-negotiable priorities for Hotpack Global Company and all our supply chain partners. A safe and healthy working environment is essential for the well-being of employees, contractors, and other stakeholders.

## Health and Safety Policy

Our commitment to health and safety is embedded in every stage of our business operations.

We require that:

1. **Compliance with Safety Regulations:** All suppliers must comply with applicable health and safety laws and regulations in the regions where they operate.
2. **Risk Management:** Suppliers must implement robust risk management practices, conduct regular risk assessments, and establish emergency response procedures.
3. **Training and Capacity Building:** Employees and contractors should receive regular training on health and safety protocols, ensuring they are equipped to handle emergencies and maintain a safe work environment.
4. **Health and Safety Documentation:** Suppliers are expected to maintain up-to-date health and safety documentation, including safety data sheets, risk assessments, and certifications relevant to their operations.

## Supplier Responsibilities for a Safe Working Environment

In addition to establishing internal health and safety policies, suppliers must:

1. **Foster a Safety Culture:** Promote a workplace culture that prioritizes health and safety above all else, encouraging proactive reporting and corrective action.
2. **Provide Safe Equipment and Infrastructure:** Ensure that all equipment, machinery, and facilities meet established safety standards and are maintained in optimal working condition.
3. **Report Incidents Promptly:** Immediately report any incidents, hazards, or breaches of safety protocols to Hotpack Global Company, along with corrective measures taken to prevent recurrence.
4. **Collaborate on Best Practices:** Work closely with Hotpack and industry bodies to share and implement best practices in health and safety management.

By rigorously adhering to these standards, suppliers help create a safe and secure environment that minimizes risks and enhances operational efficiency.

# Human Rights and Fair Labour Practices

Respect for human rights and the promotion of fair labour practices are at the heart of our business operations. Hotpack Global Company is committed to ensuring that every individual within its supply chain is treated with dignity, fairness, and respect.

## Upholding Human Rights and Dignity

Suppliers must:

1. **Eliminate Forced and Child Labour:** Prohibit all forms of forced labour, child labour, and any practice that exploits vulnerable individuals.
2. **Respect Human Rights:** Adhere to internationally recognized human rights standards, including those set forth in the Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights.
3. **Ensure Equal Opportunities:** Promote an inclusive work environment free from discrimination based on race, gender, age, religion, or any other status.
4. **Safeguard Workers' Rights:** Respect workers' rights to freedom of association and collective bargaining, ensuring that employees have a voice in workplace matters.

## Ensuring Fair Labour Practices

To uphold these values, suppliers are expected to:

1. **Provide Fair Compensation:** Offer wages and benefits that meet or exceed legal requirements and industry standards, ensuring that employees are compensated fairly for their work.
2. **Maintain Safe Working Conditions:** Provide safe, healthy, and hygienic working conditions that comply with all relevant health and safety standards.
3. **Limit Working Hours:** Ensure that working hours and overtime are managed in accordance with local labor laws and international best practices, with adequate provisions for rest and leisure.
4. **Implement Grievance Mechanisms:** Establish accessible and transparent mechanisms for workers to report concerns or grievances without fear of retaliation.
5. **Regular Audits and Inspections:** Cooperate with third-party audits and inspections to ensure compliance with human rights and labour standards, and take corrective action as necessary.

These measures are essential to building a sustainable supply chain where every employee is respected and valued.

# Ethical Business Practices, Tax Compliance and Fraud Prevention

At Hotpack Global Company, integrity and transparency are non-negotiable. We require that all our supply chain partners conduct business in a manner that upholds the highest ethical standards and complies fully with applicable tax and anti-fraud regulations.

## Commitment to Ethics and Transparency

Suppliers are expected to:

1. **Act with Integrity:** Conduct all business dealings honestly, fairly, and transparently. This includes the truthful representation of products, services, and business practices.
2. **Adhere to Tax Laws:** Fully comply with all tax regulations in the regions where they operate, ensuring accurate and timely reporting of all financial transactions.
3. **Maintain Accurate Records:** Keep detailed and accurate records of all financial transactions, ensuring that these records are available for review and audit when required.
4. **Promote a Culture of Accountability:** Foster a business environment in which ethical behavior is recognized, and unethical practices are not tolerated.

## Supplier Responsibilities in Ethical Conduct

To reinforce these principles, suppliers must:

1. **Establish Internal Policies:** Develop and maintain comprehensive policies and procedures that promote ethical business practices and compliance with relevant laws.
2. **Conduct Regular Training:** Ensure that employees and management are trained on ethical standards, tax compliance, and fraud prevention measures.
3. **Cooperate with Audits:** Fully cooperate with any internal or external audits or investigations related to financial practices, ethical behavior, or regulatory compliance.
4. **Implement Whistleblower Mechanisms:** Provide secure and anonymous channels for employees to report unethical behavior or potential violations of this Code without fear of retaliation.

By integrating these ethical principles into their business operations, suppliers help to maintain the trust of all stakeholders and contribute to a transparent, accountable supply chain.

# Anti-Counterfeiting and Intellectual Property Protection

Maintaining the authenticity and integrity of products and intellectual property is essential for safeguarding our brand and ensuring customer trust. Counterfeiting not only undermines product quality but also poses significant risks to safety and innovation.

## Our Commitment to Authenticity

Hotpack Global Company expects its suppliers to:

- 1. Safeguard Intellectual Property:** Respect and protect intellectual property rights, ensuring that proprietary designs, processes, and trademarks are not infringed upon.
- 2. Maintain Transparent Documentation:** Provide verifiable documentation and certification proving the authenticity of all products and materials supplied.
- 3. Report Suspected Counterfeiting:** Immediately report any incidents or suspicions of counterfeiting to Hotpack Global Company, cooperating fully with any ensuing investigations.
- 4. Adopt Preventative Measures:** Implement and continuously update internal controls aimed at detecting and preventing the introduction of counterfeit goods into the supply chain.

# Confidentiality and Data Integrity

In today's data-driven environment, the protection of sensitive information is paramount. Hotpack Global Company requires that all suppliers manage confidential information with the utmost care, ensuring that data remains accurate, secure, and used only for its intended purpose.

## Confidentiality Obligations

Suppliers are required to:

- 1. Protect Sensitive Data:** Ensure that all confidential information, whether related to business operations, product specifications, or customer data, is safeguarded against unauthorized access or disclosure.
- 2. Adhere to Data Protection Laws:** Ensure that all confidential information, whether related to business operations, product specifications, or customer data, is safeguarded against unauthorized access or disclosure.
- 3. Implement Secure Data Practices:** Utilize best practices in data security, including encryption, access control, and regular system audits, to protect the integrity and confidentiality of information.
- 4. Report Data Breaches Promptly:** Immediately notify Hotpack Global Company of any data breaches or security incidents, and work collaboratively to mitigate any adverse impacts.

## Data Integrity Measures

To maintain the accuracy and reliability of data, suppliers must:

- 1. Maintain Comprehensive Records:** Ensure that all data is recorded, stored, and managed in a manner that guarantees its accuracy and consistency.
- 2. Implement Quality Control:** Establish rigorous quality control procedures to regularly verify the integrity of data used in business operations.
- 3. Train Employees:** Provide adequate training to employees on data protection policies and the importance of maintaining data integrity in all aspects of their work.

## Certification, Auditing and Reporting Requirements

In order to ensure full compliance with this Supplier Code of Conduct, Hotpack Global Company requires suppliers to engage in ongoing certification, auditing, and reporting activities.

### Certification and Accreditation

Suppliers must:

- 1. Maintain Recognized Certifications:** Secure and continuously maintain internationally recognized certifications such as ECOVADIS, SEDEX, ISO standards (e.g., ISO 14001 for environmental management, ISO 45001 for health and safety), and any other relevant social or ethical certifications. These certifications are a testament to the supplier's commitment to ethical practices.
- 2. Undergo Regular Assessments:** Participate in periodic assessments by independent third-party auditors to verify compliance with the standards outlined in this Code.
- 3. Submit Compliance Documentation:** Provide Hotpack Global Company with up-to-date compliance documentation, including copies of certifications, audit reports, and self-assessment results.

### Auditing and Reporting

To ensure transparency and accountability:

**Conduct Internal Audits:** Suppliers are required to perform regular internal audits to assess adherence to the Code, identify potential areas for improvement, and implement corrective measures where necessary.

- 1. Facilitate External Audits:** Allow Hotpack Global Company or its designated third-party auditors to conduct scheduled and unscheduled audits to verify compliance.
- 2. Provide Detailed Reports:** Submit comprehensive reports detailing audit findings, corrective actions taken, and progress toward meeting sustainability and ethical goals.
- 3. Implement a Whistleblower Program:** Establish an anonymous reporting mechanism that allows employees and subcontractors to report any breaches or non-compliant behavior without fear of retaliation.

These measures are essential to maintaining a robust and transparent supply chain and ensuring continuous improvement in all areas of operations.

## Continuous Improvement, Corrective Actions and Enforcement

Hotpack Global Company is committed to fostering an environment of continuous improvement within its supply chain. To this end, all suppliers must engage in proactive measures to enhance their performance in relation to the standards outlined in this Code.

### Continuous Improvement

Suppliers must:

1. **Set Measurable Targets:** Establish clear, measurable objectives for improving environmental, social, and governance (ESG) performance.
2. **Invest in Training and Development:** Provide regular training for employees on ethical practices, sustainability, and new industry standards.
3. **Embrace Technological Innovation:** Leverage technology to improve process efficiency, reduce environmental impact, and enhance transparency in operations.
4. **Engage in Collaborative Initiatives:** Work with industry associations, regulatory bodies, and other supply chain partners to share best practices and promote continuous improvement across the

### Corrective Actions and Enforcement

Failure to comply with the requirements of this Code may result in the following:

1. **Formal Remediation Process:** Suppliers found in non-compliance will be required to submit a remediation plan detailing the steps they will take to correct the deficiencies.
2. **Increased Monitoring:** Non-compliant suppliers may be subject to additional audits and reporting requirements to ensure that corrective actions are effectively implemented.
3. **Suspension or Termination of Contracts:** Continued failure to adhere to the standards outlined in this Code may result in the suspension of business activities or the termination of the contractual relationship with Hotpack Global Company.
4. **Legal Consequences:** In cases where non-compliance constitutes a breach of legal requirements, suppliers may be subject to legal actions as per the applicable laws and regulations.

Hotpack Global Companies reserves the right to enforce these corrective actions rigorously and to make adjustments to this Code as necessary to reflect evolving industry practices and regulatory requirements.

## Acknowledgement and Signature

By engaging with Hotpack Global Company as a supplier, service provider, contractor, or business partner, you acknowledge and agree to the terms and conditions outlined in this Supplier Code of Conduct. Your commitment to upholding these standards is essential to our collective success and to the sustainable, ethical operation of our global supply chain.

### Supplier Acknowledgement

I/We, the under signed, hereby acknowledge receipt of the Supplier Code of Conduct and confirm our commitment to comply with all policies, guidelines, and requirements contained herein. I/We understand that compliance is a condition of doing business with Hotpack Global Company and that failure to adhere to these standards may result in corrective action, including potential termination of our business relationship.

Organization Name: \_\_\_\_\_

Authorized Representative Name: \_\_\_\_\_

Designation/Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_