



Updated: March, 2023

Hero Group Code of Conduct Supplier and Business Partner

The Hero mission is to “Delight consumers by conserving the goodness of nature.”

We can only achieve this goal with the support and co-operation of those we work with.

This code outlines Hero requirements for Suppliers and Business Partners. This incorporates Ingredients, Packaging, Transportation, and 3rd Party Manufacturers and sub-contractors employed for the purpose of Hero supply.

Hero requires that our Suppliers and Business Partners comply with and agree to our Group Code of Conduct.

We base our Code of Conduct on local country and international laws, regulations and Hero requirements expected.

Our Code requires compliance in areas including Ethical, Working Standards, Anti-Corruption and Operating with legal and responsible business practices. This underlines our commitment to upholding the key principles of the United Nations Global Compact ([UNGC](#))

Compliance with this Code of Conduct

The Supplier shall at all times as a minimum ensure compliance with its obligations as set out in this Code of Conduct. It must collaborate with HERO concerning issues stated in this Code of Conduct, as well as other Corporate Social Responsibility issues that might fall outside the scope of it.

Upon the request of HERO, the Supplier shall provide evidence of its compliance with all obligations set out in this Code of Conduct.

Supplier shall ensure that all requirements of this Supplier Code of Conduct are cascaded to and complied with within its own operations and by its direct suppliers. We also encourage each Supplier proactively in their supply chain beyond their direct suppliers to implement similar standards as outlined in this Supplier Code of Conduct.





Supplier shall be proactive in appropriately addressing any risk of violation of the Code, whether in their facilities or in their supply chains.

Supplier shall implement and make available appropriate grievance channels and remediation mechanisms available to all Employees and third parties in order for them to raise concerns or complaints, but also recommendations and improvement ideas concerning the Supplier's operations, without fear of retaliation.

Trust and Integrity

Suppliers and Business Partners shall comply with all applicable domestic and international anti-corruption, money laundering and competition laws and standards.

To act with integrity, and this includes refraining from operating in any form of improper business practices regarding bribery or corruption. Condoning, proposing, or accepting incentives for the sole purpose of gaining business advantages are included in this.

Fair competition is a fundamental business practice and suppliers shall not participate in unfair practices which could be deemed anti-competitive.

Intellectual property and conflicts of interest are required to be respected and safeguarded by suppliers and Business Partners.

Human rights, Employee Welfare & Labor

We are guided by the United Nations Global Compact's principles on human rights and labor. Our Suppliers and Business Partners are expected to uphold labor laws and protect the human rights and wellbeing of employees and workers.

The use of any form of bonded or forced labor is not permitted and all employment will be under voluntary agreement.

Employees will have a right to association, including trade union membership and collective bargaining will be open to employees.

Child labor will not be used, and minimum age of workers will be in accordance with local Ethical Trading Laws and UN Conventions.

Suppliers and Business Partners shall employ a Non-Discrimination/Equal Opportunity policy and comply with national law. This includes discrimination based on gender, age, health, race, skin color, nationality, language, family circumstances, social origin, religion, creed, political opinion, sexual orientation, physical or mental disability.





Employee wellbeing and safety is an area Hero are committed to and we require our suppliers and Business Partners also ensure the safety of their own employees

Employees shall be provided with a safe and healthy workplace. This shall comply with applicable laws governing Health and Safety. This extends to staff accommodation and housing.

Sustainability and Environmental Practices

Hero have made a commitment to work towards becoming a Climate Positive business.

[Hero Sustainability Commitment](#)

Whilst requiring compliance with local laws and regulations where applicable, many Hero sustainability goals and protocols are based on leading Guidance and Best Practice.

In relation to Green House Gas emissions this includes [Science Based Targets](#) and the [Green House Gas Protocol](#).

We wish to work and collaborate with those who also support our environmental and sustainable efforts to protect and minimize environmental impact through more sustainable business practices.

We require that our Suppliers and Business Partners take full responsibility for their impact on the environment and have strategies and ambitions in place to improve their business and environmental performance to protect the environment.

We will work in co-operation with our Suppliers and Business Partners and communicate expectations and metrics on what sustainability success means for us all.

We require that you endeavor to deliver continuous improvement on areas such as reduction of CO2 and other Green House Gas emissions, minimizing wastage, natural resource depletion and promoting sustainable practices at all levels of their operation.

Communication and Information Sharing:

Suppliers shall maintain documentation as required to provide adherence and compliance with Hero Code of Conduct. This shall include supply chain visibility ensuring a transparent source and origin of material is in place.

Hero formally reports on, and publishes data related to ESG (Environmental, Sustainability, Governance) performance at a local Hero subsidiary level and within our Group level reporting. Suppliers are required to provide data on an ongoing basis and during specific timeframes as advised, to support Hero in data gathering, fulfilling reporting requirements and continuous improvement goals.





Compliance Declaration

We, the undersigned confirm and accept the “Hero Code of Conduct for Suppliers and Business Partners” conditions and requirements.

We agree ongoing compliance to this code is a pre-requisite of working with Hero and its subsidiaries.

Company Name	
Name of Signee	
Position	
Company Address	
Date	
Signature	

