

matas

# Supplier Code of Conduct

April 2023

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## Purpose and application

The purpose of Matas' Supplier Code of Conduct (in the following referred to as "Matas' Supplier Code") is to set out principles, guidelines and requirements for Matas' suppliers and business partners (in the following referred to as "Suppliers").

Matas' Supplier Code is the bedrock of our collaboration with Suppliers. Matas' Supplier Code sets out the requirements that must be met in order for us to enter into partnerships and relations with Suppliers.

Matas' Supplier Code applies to all of Matas' Suppliers and is an integral part of any supplier agreement entered into by Matas.

Matas' Supplier Code applies also to the employees, sub-suppliers and other business partners of Suppliers. Suppliers are responsible for ensuring that their employees, sub-suppliers and other business partners acting on behalf of the Supplier are aware of and comply with Matas' Supplier Code.

Matas will regularly review and revise Matas' Supplier Code in order to ensure that it serves its intended purpose, and we will notify Suppliers of any changes.

***“Matas’ Supplier Code is the bedrock of our collaboration with Suppliers”***



# Matas' vision and mission

Matas' vision and mission is defined as

## *Health & Beauty – for life*

Our mission is to be the preferred life-long provider of health and beauty products and related consumer advice.

Matas is Denmark's largest health, beauty, well-being and personal care products retailer and offers a distinctive retail concept across our physical stores and webshops, which serve a broad range of needs within these areas. Matas has won great recognition among its customers

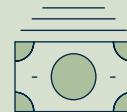
by offering professional advice, and customer service excellence has been fundamental for creating one of the best-known retail chains in Denmark. At Matas, we work according to the highest standards when it comes to integrity, honesty and proper conduct, and we expect the same from our Suppliers, as set out in this Matas' Supplier Code.



# Working together across the value chain

As a retail chain, a successful collaboration with our Suppliers is key for Matas to operate responsibly.

Matas' Suppliers must comply with current law and Matas' guidelines at all times. Matas' Supplier Code sets the framework for the conduct we expect from our Suppliers.



## Corruption and bribery

**Zero-tolerance policy:** Matas pursues a zero-tolerance policy with respect to all forms of bribery and corruption. We do not tolerate any non-compliance with this policy on the part of our Suppliers, and we will take necessary measures to mitigate any identified violation.

At Matas, we adhere to honest and ethically correct conduct. We expect our Suppliers to do the same.

**Facilitation payments:** At Matas, we expect our Suppliers to refrain from making facilitation payments on our behalf. If there is any doubt about the nature of a payment, and if it could be deemed to constitute a facilitation payment, it will only be approved if the Supplier provides a formal receipt or written confirmation of its lawfulness.

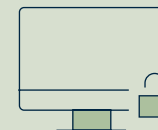
**Gifts, business invitations, cost reimbursement and other benefits:** At Matas, we expect that employees, sub-suppliers or agents of our Suppliers under no circumstances offer, promise or give anything to any of our employees with the intention of inappropriately obtaining a contract or an order, preferential treatment or other inappropriate advantages.

Any gifts, business invitations or other benefits as well as any cost reimbursement for the benefit of our employees or related parties in the normal course of business must be reasonable in terms of frequency and value. This means that they must be of low financial value and reflect generally accepted local business practices. We also expect our Suppliers to refrain from asking employees or related parties to provide such inappropriate benefits.



### Competition law

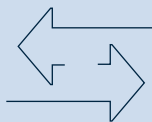
At Matas, we actively promote compliance with EU rules and relevant national competition law. We expect our Suppliers to compete in a fair way and to comply with current competition law.



### Data protection

At Matas, we expect our Suppliers to always comply with data protection rules when processing personal data, including the following principles:

- Data minimisation
- Provision of information to data subjects about the processing
- Safe data storage
- Erasure of data when keeping them is no longer necessary.



### Conflicts of interest

At Matas, we expect our Suppliers to make decisions on an objective basis and to avoid conflicts of interest stemming from private, business or other factors.



### Money laundering

At Matas, we expect our Suppliers to comply with all current regulations concerning the prevention of money laundering and to refrain from taking part in any activity that, directly or indirectly, contributes to money laundering.



## Working conditions

**Diversity and non-discrimination:** At Matas, we work actively to ensure inclusion and diversity at our workplaces and when interacting with the outside world.

Similarly, we expect our Suppliers to promote equal opportunities for all their employees, regardless of ethnic origin, colour, gender, sexual orientation, age, disability, religion, nationality, social background, political views and any other circumstances that could be used to discriminate.

**Protection from harassment and bullying:** At Matas, we expect our Suppliers to take measures to protect their employees from physical, verbal, sexual or psychological harassment, bullying or the use of threats at the workplace from other employees, including managers and colleagues.

**Child labour and forced labour:** At Matas, we expect our Suppliers to ensure that children are protected from all forms of work that puts their health, schooling and/or development at risk. We also expect our Suppliers to ban and refrain from all forms of forced labour within

their organisation. All the Supplier's full-time employees must be at least 15 years of age. Suppliers must not take on employees under the age of 18 for tasks involving hazardous work that could harm the employee's physical or mental health or safety.

**Modern slavery and human trafficking:** At Matas, we expect our Suppliers to ban and refrain from all forms of slavery and human trafficking.

**Freedom of association:** At Matas, we expect our Suppliers to respect the rights of their employees to form worker's councils, join a labour union or other employee representations and to enter into collective pay agreements in accordance with national laws and regulations.

**Pay and working time conditions:** At Matas, we expect our Suppliers to comply fully with national laws and regulations concerning working hours, pay, overtime pay and other employee benefits.





## Health and safety

**Health and safety at work:** As part of Matas' vision to promote Health and Beauty for life, we also expect our Suppliers to work actively to protect employee health and safety at work and to comply with all relevant laws and regulations.

**Product safety:** We expect our Suppliers to comply with all product safety laws and regulations and to stay up to date on new initiatives and regulations that may affect the lawfulness and safety of their products.

We expect our Suppliers to respond quickly and loyally if we reach out to them in the event that the safety of lawful ingredients is questioned by the industry or society, with a view to determining the extent to which such ingredients are used.

**Fluorinated substances (PFAS):** We banned PFAS from our house brands in 2019. We also expect our Suppliers to work actively to avoid or phase out the use of PFAS in their products. If our Suppliers sell products to Matas that contain PFAS, they must notify Matas at [feedback@matas.dk](mailto:feedback@matas.dk).

**Using nutrition and health claims for food product and supplement marketing:** We expect our Suppliers, when marketing the food products and supplements they sell to Matas, to comply with applicable rules and to only use approved nutrition and health claims as laid down in the Health Claims Regulation and its implementing provisions.



## Climate and environmental protection

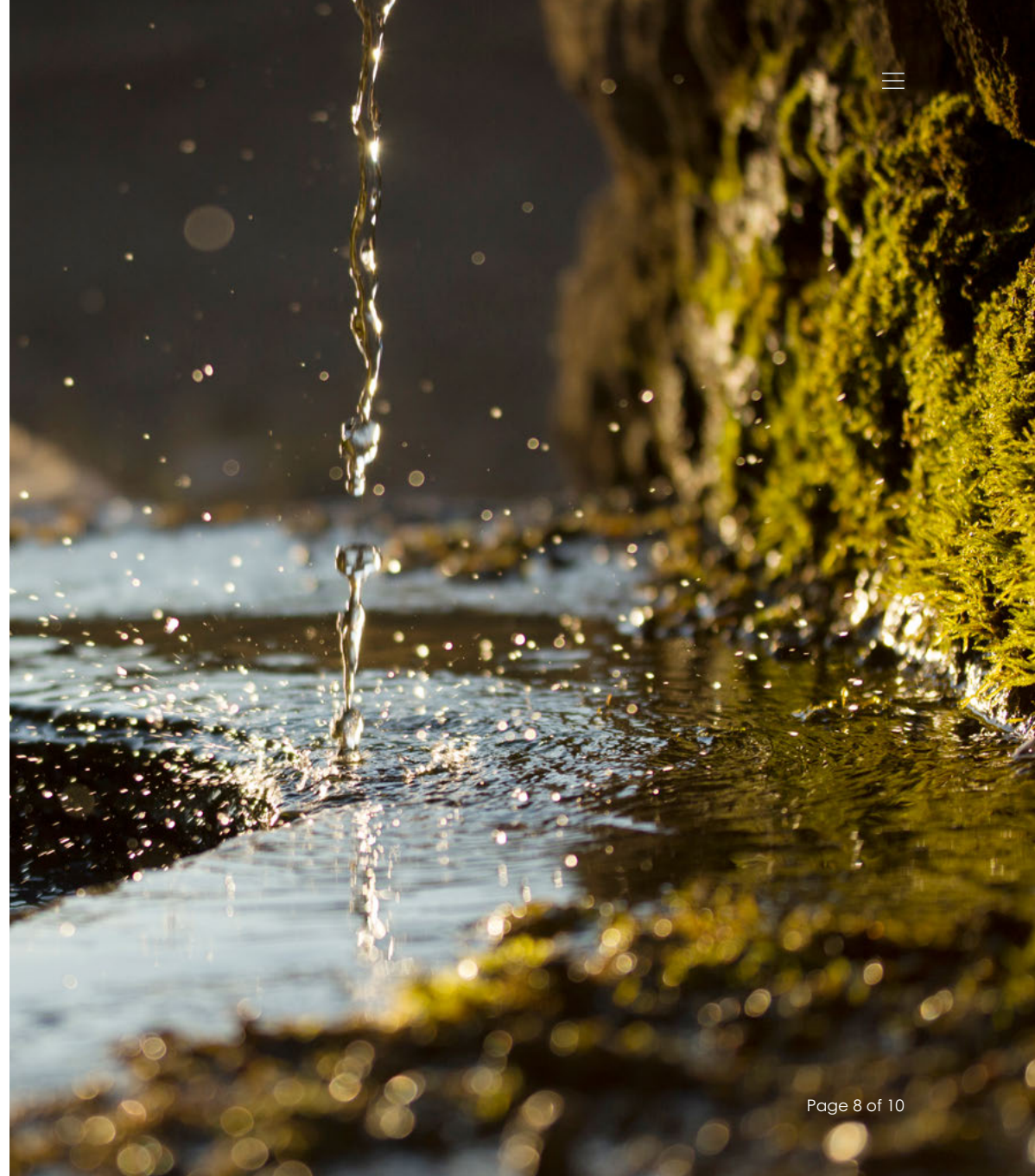
**Reducing carbon emissions and the use of plastics:** At Matas, we work actively to limit carbon emissions and to reduce the use of virgin plastics across our value chain. Part of Matas' carbon emissions are scope 3, which are indirect emissions that are not owned or controlled by Matas. Such emissions could, for example, be from our Suppliers' activities or consumption of materials or from Matas' consumption of goods and services.

We expect our Suppliers to work actively to reduce their carbon emissions and to limit the use of virgin plastics where possible. Moreover, we will engage in active and open dialogue with our Suppliers on progress and challenges in terms of reducing carbon emissions and the use of plastics.

**Climate accounts:** To ensure transparency and a well-documented data basis, we expect to be given access to the climate accounts of our main Suppliers.

**Environmental protection and responsible consumption:** We expect our Suppliers to promote climate and environmental protection and to use resources responsibly with a view to reducing their climate and environmental footprint.

**Using climate or environmental claims for product marketing:** To avoid greenwashing on Matas' own media, we expect our Suppliers to always, on request, be able to produce documentation for any climate or environmental claims used for products supplied to Matas, whether concerning products or packaging.







## Compliance with Matas' Supplier Code of Conduct

Matas reserves the right to regularly and systematically check a Supplier's compliance with the principles and requirements laid down in Matas' Supplier Code. This check may be in the form of:

- **Self-evaluation:** Matas may ask the Supplier to fill in a self-evaluation form;
- **Certifications/Statements:** Matas may ask the Supplier to produce a certification or statement documenting its compliance with relevant standards (for example DCGK or ESG standards);
- **Audit:** Matas may demand access to all relevant documentation at the Supplier and access to inspecting the Supplier's premises in the event of suspected violation of any of the principles set out in Matas' Supplier Code.

Furthermore, we expect our Suppliers to have processes in place that enable them to systematically identify and address violations of business etiquette and ethical guidelines. Matas expects a Supplier's processes to be commensurate with its size, available resources and risk profile and to be aligned with the severity and likelihood of such negative impacts as a violation could cause.

In the event of a violation of Matas' Supplier Code, the Supplier must (i) immediately notify the relevant contact person at Matas and (ii) without undue delay restore compliance with Matas' Supplier Code.



## Procedures in the event of non-compliance

Any non-compliance with Matas' Supplier Code on the part of a Supplier will be deemed to constitute a breach of the Supplier's contract with Matas. Matas reserves the right to terminate any agreement in the event of a breach of one or more of the principles set out in Matas' Supplier Code.



## Reporting unlawful or unethical conduct

Any breach of laws, regulations or company guidelines, including Matas' Supplier Code, may always be reported to the Supplier's contact at Matas or anonymously via Matas' whistleblower service at <https://www.matas.dk/whistle-blower>.

# matas

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