

Supplier Code of Conduct

As a world leading zoological institution, we believe that our suppliers play an important role in our endeavour to protect wildlife. We are strongly committed to minimising the environmental and social consequences of our operations and this commitment extends to our procurement of goods and services.

We value suppliers who are transparent, ethical, and environmentally and socially responsible.

In the context of procurement of goods and services from our suppliers, we expect our suppliers to adhere to the standards as set out in this Supplier Code of Conduct (the “**Code**”), and to ensure that their employees, sub-contractors, service providers and other third parties that our suppliers work with are aware of and understand these standards.

Human Rights

Our suppliers shall respect and work to support the protection of human rights, and ensure that they are not complicit in any human rights abuses.

- a) **Labour Rights**
We expect our suppliers to prohibit any use of forced labour. Suppliers should not mandate that workers hand over government-issued identification, passports or work permits as a condition of employment. Suppliers shall be responsible for payment of all fees and expenses (e.g., licenses and levies) relating to workers, where legally required.
- b) **Child Labour**
Child labour is strictly prohibited. Suppliers shall employ only workers who meet the applicable minimum legal age requirement, and comply with all other applicable child labour laws.
- c) **Compensation and Working Hours**
Suppliers shall comply with all applicable national laws and mandatory industry standards regarding working hours, overtime pay, wages and benefits. Suppliers shall pay workers in a timely manner and clearly convey the basis on which workers are being paid.
- d) **Anti-Harassment & Abuse**
Suppliers are to provide a work environment that treats all employees with dignity and respect and will not use any threats of violence, sexual exploitation or other forms of harassment including verbal abuse and intimidation. No harsh or inhumane treatment of any kind, nor the threat of such treatment, shall be tolerated.
- e) **Diversity and Inclusion**
Suppliers shall promote an inclusive work environment that values the diversity of their employees. Suppliers shall apply fair standards in their treatment of all employees, and this entails not subjecting any employee to discrimination based on race, nationality, ethnicity, religion, gender, age, marital status, sexual orientation, disability, or any other characteristic protected under law.
- f) **Freedom of Association and Collective Bargaining**
The suppliers’ employees must be free to join or refrain from joining a union/employee representation of their choice, free from threat or intimidation. The suppliers recognise and respect the right to collectively bargain in accordance with applicable laws.

Environment

Suppliers are expected to work together with us to minimise the environmental impact caused by the supply of goods and/or services to us.

- a) Environmental Protection
Suppliers are to support and promote best practices in environmental management, and to comply with local environmental laws and regulations including those relating to waste reduction, waste disposal, air emissions and pollution.
- b) Promote Greater Environmental Responsibility
Suppliers shall promote the use of goods and services which help mitigate environmental impact, as well as efficiently manage and utilise precious natural resources (including energy, water, etc.). This also entails better utilisation of technology to achieve positive outcomes for the environment. Suppliers are further encouraged to establish environmentally-friendly and sustainable initiatives including recycling, minimising packaging materials, and avoiding the use of hazardous materials.

Ethical Dealings

Suppliers are to adhere to the highest standards of moral and ethical conduct, and respect local laws and not engage in any form of bribery and corruption.

- a) Integrity, Transparency and Honesty
Suppliers commit to handling all their business dealings with integrity, transparency and honesty. No form of fraud, cheating, corruption, bribery, extortion, embezzlement or other behavior involving improper benefits will be tolerated.
- b) Gift / Inducement
Suppliers shall never directly or through intermediaries, give, promise or offer any gratification as an inducement or reward to any person, including our directors, officers, employees, consultants, advisers, or agents (collectively, the "**Representatives**") (or their respective family members) to secure contracts or business transactions or any unfair business advantage.
- c) No Conflict of Interest
The supplier shall declare all and any actual or potential conflicts of interest in any business dealings between the supplier (or any third party acting on its behalf) and us, of which the supplier is aware, and shall not carry out any business transactions with third parties in relation to matters which may be in conflict with our interests.
- d) Competition / Anti-Trust
Suppliers commit to conducting their business in compliance with all applicable competition and anti-trust laws.
- e) Trade Regulations
Suppliers shall comply with all applicable trade and import regulations, including any sanctions and embargoes that apply to their trade.

We reserve the right, upon reasonable notice, to check compliance with the requirements of this Code.