

## **Retail Zoo – Supplier Code of Conduct**

Retail Zoo is committed to building a responsible, sustainable and ethical supply chain that reflects the standards we set for ourselves across our brand portfolio and franchise network. As a leading Australian food and beverage operator, we recognise that the quality of our products, the safety of our customers, and the reputation of our brands rely on the conduct and integrity of every business that contributes to our operations, from ingredient producers and logistics partners to service providers and labour-hire agencies.

Meeting all legislative and regulatory obligations is the minimum foundation for doing business with Retail Zoo. We expect our suppliers to go further and uphold the principles, behaviours and safeguards that underpin our own operations. This includes ensuring that workers are treated fairly and with respect, that environmental impacts are actively minimised, and that ethical business practices guide every decision.

Retail Zoo suppliers play a direct role in supporting the ongoing trust our customers place in us and the success of our franchise partners. We therefore require suppliers to demonstrate transparency, accountability and continuous improvement in the way they operate. These expectations apply equally to any subcontractors, agents or affiliated partners engaged to perform work on their behalf.

By meeting these expectations, suppliers help us maintain resilient, responsible and progressive supply chains, and uphold the integrity of Retail Zoo's brands. Together, we can ensure that our shared commitment to ethical conduct and sustainable practice is consistently reflected from farm and factory through to our restaurants and customers.

### **Ethical Business Conduct**

#### **1. Legal & Regulatory Compliance**

Suppliers must comply with all applicable laws, regulations and standards across all jurisdictions in which they operate

#### **2. Integrity, Honesty & Fair Dealing**

Suppliers must conduct business ethically, avoid improper influence, and ensure its dealings are free from bribery, corruption or personal interests that conflict with their duties and responsibilities to Retail Zoo.

#### **3. Responsible Information Management**

Suppliers must protect confidential, commercial and personal information, ensuring it is collected, stored, processed and disposed of responsibly.

#### **4. Responsible Sourcing & Product Stewardship**

Suppliers must ensure all materials, goods and services are sourced responsibly and meet Retail Zoo quality, safety and specification requirements, having regard to relevant globally accepted standards for the particular goods and/or services.

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## **Human Rights & Fair Workplaces**

### **5. Freely Chosen Employment**

Suppliers must ensure all work is voluntary and free from coercion. All forms of forced, bonded or involuntary labour are strictly prohibited.

### **6. Fair Terms of Employment**

Suppliers must provide workers with clear written employment terms, issued in a language they understand.

### **7. No Child Labour**

Suppliers must not employ workers below the legal minimum age and must maintain age-verification procedures.

### **8. Fair & Respectful Treatment**

Suppliers must provide workplaces that are free from harassment, bullying, intimidation or abuse.

### **9. Non-Discrimination & Equal Opportunity**

Suppliers must ensure employment decisions are based on capability, without discrimination on any unlawful grounds.

### **10. Fair Wages & Benefits**

Suppliers must pay at least the legal minimum wage, provide required entitlements.

### **11. Reasonable Working Hours**

Suppliers must ensure working hours meet legal limits and that overtime is voluntary, recorded and fairly compensated.

### **12. Freedom of Association & Representation**

Suppliers must respect workers' rights to join unions, engage in collective bargaining and participate in peaceful assembly.

### **13. Health, Safety & Worker Wellbeing**

Suppliers must provide a safe, hygienic and healthy workplace with proactive hazard management, proper maintenance of facilities, regular training and established emergency response protocols.

### **14. Grievances, Reporting & Non-Retaliation**

Suppliers must maintain an accessible grievance mechanism, that allows and protects individuals who raise concerns.

### **15. Respect for Indigenous Rights & Cultural Heritage**

Suppliers must respect and protect the rights, cultures and heritage of Aboriginal and

Torres Strait Islander peoples, ensuring operations do not harm culturally significant lands or communities.

#### **16. Modern Slavery Risk Management**

Suppliers must conduct due diligence to identify, assess and mitigate modern slavery risks within their operations and supply chains, as well as implementing corrective actions where risks of modern slavery are identified.

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### **Environmental Responsibility & Sustainable Operations**

#### **17. Environmental Compliance & Impact Reduction**

Suppliers must comply with environmental laws and minimise their environmental impact. Suppliers must adopt practices that reduce pollution, manage waste responsibly and conserves resources.

#### **18. Sustainable Resources & Circular Packaging**

Suppliers must actively reduce packaging waste, by ensuring that packaging is made up of recyclable, reusable or compostable materials where possible, and contribute to circular packaging outcomes.

#### **19. Climate Responsibility**

Suppliers should work to reduce greenhouse gas emissions, including by transitioning to renewable energy sources, improving energy efficiency and lowering their operations' carbon footprint.

#### **20. Responsible Waste Management**

Suppliers must implement waste reduction plans to minimise waste generation manage waste safely to prevent harm to people, land and waterways.

#### **21. Biodiversity & Natural Resource Protection**

Suppliers must operate in ways that minimises resource consumption, safeguards natural ecosystems and protects biodiversity, including responsible management of agricultural inputs and land use.

#### **22. Animal Welfare & Certified Chain of Custody Requirements**

Suppliers must ensure all animal-derived products meet recognised welfare standards, preserve welfare integrity and maintain full traceability through an approved Chain of Custody system.

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### **Monitoring, Assurance & Continuous Improvement**

### **23. Verification & Audit Readiness**

Suppliers must cooperate with Retail Zoo (and any third-party auditors appointed by Retail Zoo) reviews, assessments or audits, including site visits, documentation checks and worker interviews to evaluate compliance with this Code.

### **24. Corrective Action & Accountability**

Where issues are identified as part of the audit, suppliers must develop and implement corrective action plans to promptly address and remedy the identified issues.

### **25. Policies & Planning**

Suppliers must develop and uphold plans and policies to ensure full compliance with all requirements outlined in this code.

### **26. Continuous Improvement Culture**

Suppliers are expected to strengthen their systems, behaviours and performance over time, reflecting Retail Zoo's values of integrity and ethical and sustainable sourcing.

*Following this Code is necessary for doing business with Retail Zoo. Retail Zoo may update this Code from time to time, so suppliers should keep up to date with any changes.*