



# SUPPLIER CODE OF CONDUCT

#RetailBeauty



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# CONTENT

## Our Commitment & Application

1. Legal Requirement & Ethics
2. Social Responsibility
3. Health & Safety at work
4. Environment

## Annex. Acceptance of DIAM Supplier Code of Conduct

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# OUR COMMITMENT

**DIAM is a leading partner of the world most prestigious brands for all their in-store and merchandising customer experience need, providing solutions from retail consulting and design to manufacturing, delivering projects and in-store services.**

With a presence across all continents, DIAM wishes to play a full role in the move towards sustainable products, in its sphere of influence as an employer, manufacturer, business agent and partner. Our vision is to enable brands and distributors to have the same level of expectations around ethical, environmental and social aspects as around quality, service and reliability.

This commitment relies on scrupulous compliance with our regulatory obligations and voluntary commitments, starting with the Ten Principles of the UN Global Compact and our commitments to our customers and business partners.

We work with them to achieve continuous improvement in the following:

- Social Responsibility, with the primary goal of providing a safe working environment and supporting the professional development of DIAM employees, including workplace safety, training, human resources and ethics policies and social inclusion through work.
- Reducing our environmental footprint and promoting a circular economy. This begins with optimizing our production consumptions and environmental impact, and is materialised by eco-designed product & recycling.
- Reliability and transparency of DIAM in its value chain. This primarily includes our actions in terms of sustainable purchases, legal and customer compliance, responsible marketing and communication and non-financial evaluations by third parties.

**Our aim is therefore to mobilise our supply chain and we expect our suppliers and subcontractors to share and apply these values and principles. Hence, our Supplier Code of Conduct establishes the minimum and non-negotiable expectations we require our suppliers to satisfy.**

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# APPLICATION

## Scope

This code of conduct applies to all suppliers having a contractual relationship with DIAM. Suppliers are also asked to ensure their own suppliers and subcontractors comply.

## Essential criterion

Compliance with this Supplier Code of Conduct is an essential criterion of the supplier selection process upon which the business relationship between the supplier and DIAM is dependent.

If one of its suppliers or subcontractor of said suppliers fails to comply with this Code of Conduct, DIAM reserves the right to review and potentially terminate the business relationship.

## Inspection

DIAM reserves the right to monitor compliance with the Supplier Code of Conduct at all times. Therefore, at DIAM's request with reasonable notice, the supplier undertakes to respond to any questionnaire and facilitate any investigation, authorise on-site audits (by DIAM or a third party appointed by DIAM) and facilitate transparent access to the necessary documents, information, tools and indicators to monitor compliance with the Supplier Code of Conduct. Similarly, if all or part of the production is subcontracted, aside from clearly informing DIAM accordingly, the supplier undertakes to allow DIAM free access to the subcontractors concerned.

## Non-compliance & Corrective Actions

The supplier must implement a process intended to promptly correct any inadequacies, non-compliance or breaches that might be detected during an audit, questionnaire or internal audit or brought to the supplier's attention in any way. DIAM will, where applicable, assist the supplier in implementing and applying the necessary best practice to improve the situation.

The Supplier is also asked to inform DIAM immediately and provide the appropriate action plan to correct such non-compliance.

In the event of non-compliance with the Supplier Code of Conduct, the follow-up audit conducted by the auditor appointed by DIAM will be paid for by the supplier.

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# 1. LEGAL REQUIREMENT & ETHICS

## 1.1. Legislation & regulations.

DIAM requires all its suppliers, and through them their own suppliers and subcontractors, to act in accordance with the laws of the countries in which they are operating and with applicable international regulations.

They are also required to comply with the fundamental principles relating to the human rights, dignity and labour rights of their employees, as set out in the Universal Declaration of Human Rights, the standards of the International Labour Organisation (ILO), OECD directives and the Principles of the UN Global Compact.

## 1.2. Transparency of information

Our suppliers must provide clear and accurate information about methods and resources used, production sites, any use of subcontracting and features of products or services provided, and must refrain from any misleading claims.

## 1.3. Intellectual Property and Confidentiality

Our suppliers must take all necessary measures to respect the confidentiality of non-public information (industrial know-how, projects, etc.) disclosed in their business relationship with DIAM.

Suppliers must also refrain from infringing the intellectual property rights of DIAM or a third party, including DIAM's customers.

## 1.4. Anti-bribery and influence peddling

Our suppliers undertake to condemn and prevent all forms of bribery and influence peddling by taking appropriate measures to prevent, detect and sanction acts classed as bribery and influence peddling.

Our suppliers must not make or offer illegal payments, or receive payments from any customer, supplier, agent, representative or other party. It is prohibited to receive, pay and/or promise sums of money or anything of value, directly or indirectly, that is intended or able to exert an influence or generate an unfair advantage. This applies even in locations where such activity does not infringe local law.

Our suppliers undertake not to offer DIAM teams, and especially Purchasing teams, any payment or gift that may call into question the impartiality of business decisions, purchases or any transaction between the group and a partner. They undertake to immediately inform DIAM of any breach of this rule, either directly or through the whistleblowing system set up by DIAM via:

<https://report.whistleb.com/fr/diam>

## Conflict of interest

Our suppliers must notify DIAM when a DIAM employee or a professional under a contract with DIAM might have any interest in their activities or any business links whatsoever.

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## 2. SOCIAL RESPONSIBILITY

### 2.1. Right to freedom of association and collective bargaining

Our suppliers must grant their employees the right to freedom of association and collective bargaining in accordance with all applicable laws and regulations in the countries in which they operate.

### 2.2. Forced labour

Our suppliers undertake not to use any form of forced or compulsory labour. All work must be voluntary. Employees must be free to leave their jobs or terminate their employment with reasonable notice.

Employees cannot be required to leave a deposit (security deposit or any other kind) or identity papers, passport or work permit when hired.

### 2.3. Child labour

Our suppliers must not have recourse or contribute to the exploitation of child labour (individuals under the age of 16) and undertake not to hire individuals under the age of 18 in any country, even on a temporary basis. Our suppliers can only employ young people (aged 16 to 18) through specific and supervised education or training programmes (e.g. internships or apprenticeships) and in safe jobs in terms of their health, safety and physical, mental, social and moral development.

### 2.4. Illegal, unregistered and unreported work

Our suppliers must comply with all applicable regulations to prevent illegal, unregistered and unreported work.

### 2.5. Wages and benefits

Our suppliers must comply with applicable laws, regulations and collective agreements and reward their employees regularly and fairly by paying them a guaranteed minimum wage in a manner according to local requirements. If there is no statutory minimum wage or rate of overtime in the country concerned, the supplier must ensure that wages are at least equal to the average minimum of the relevant industrial sector. Overtime and statutory benefits paid must be at least equal to the amounts stipulated by the laws or standards set out in collective agreements. No wage deductions must be made for disciplinary reasons.

### 2.6. Working hours and days off

Our suppliers must comply with all applicable laws and regulations regarding legal working hours and overtime but also regarding breaks, time off, holidays and maternity and paternity leave. The maximum weekly working hours must not exceed 48 normal hours and 12 hours of overtime in accordance with internationally recognised standards, such as ILO conventions. Employees must be eligible for at least one day off after six consecutive days of work, except in exceptional time-limited circumstances. Work schedules allow for the necessary breaks to protect the health and safety of employees. A clear system for recording normal working hours and overtime must be set up so that compliance with such obligations can be verified.

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## **2.7. Discrimination**

Our suppliers must treat all employees equally and fairly. Our suppliers must not engage in any form of discrimination in terms of hiring, access to training, promotion or dismissal based on gender, race, religion, age, disability, sexual orientation, political opinion, nationality or social or ethnic origin.

## **2.8. Disciplinary practices**

Our suppliers shall treat all their employees with respect and not engage in any physical punishment, moral or physical coercion or other forms of abuse or harassment or threaten them with such treatment.

Our suppliers must have a clear disciplinary procedure prohibiting violence, harassment or any form of physical or emotional intimidation and must provide such procedure in a language their employees can understand.

## **2.9. Inclusion**

As a supporter and proponent of social inclusion through work, DIAM encourages its suppliers to employ disadvantaged individuals (disability, reintegration, etc.) or use companies employing disadvantaged people.

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## 3. HEALTH & SAFETY AT WORK

### 3.1. Work environment

Our suppliers must ensure that all their employees have a safe and healthy work environment to avoid any accidents, personal injury and occupational illness.

Facilities must also be built and maintained in accordance with the standards set out in existing laws and regulations.

Our suppliers must adopt good practice promoting the health and working conditions of employees.

### 3.2. Risk analysis and security of processes

Our suppliers must implement systems to detect, prevent or neutralise any threat to the health and safety of staff and comply with local and international regulations and laws.

Emergency evacuation through emergency exits must be possible at all times during working hours.

Fire alarm systems and fire extinguishers must be checked periodically and there must be sufficient first aid equipment on site, which is maintained in a good condition, adapted to risks, easily accessible and clearly identified.

### 3.3. Emergency training and first aid

All persons working in the supplier's premises must receive regular training on how to deal with fires or other emergencies and provide medical care.

### 3.4. Employee protective equipment

Our suppliers must implement protective systems and provide employees with appropriate free personal protective equipment to prevent exposure to chemical, biological and physical hazards in the workplace.

### 3.5. Information on risks

Our suppliers must inform employees about hazardous materials and implement systems and training programmes regarding potential risks to ensure their safety.

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## 4. ENVIRONMENT

### 4.1. General Principles

We ask our suppliers to share DIAM's commitment to maintain a clean and safe environment. DIAM requires its suppliers to comply with existing local and international environmental regulations and standards but also engage in a process of improving and limiting their environmental impacts.

DIAM is committed to the Science Based Target Initiative (SBTI) through which we aim to drastically reduce our Carbon Footprint and thus align ourselves with the scientific consensus and the maintenance of global warming below 2oC. The involvement of our suppliers in this process is a priority since purchases of components and materials account for almost 40% of our Carbon Footprint.

### 4.2. Resource consumption and pollution prevention

Our suppliers must take the necessary steps to control their consumption of natural resources including water and energy. As part of the SBT commitment and reduction of Carbon Footprint, the transition to renewable energy and efforts to improve energy efficiency are means of achieving the goals concerned.

Our suppliers must implement and demonstrate solid measures to prevent and control pollution (soil, air, water...) and minimise the production of solid and liquid waste, air emissions but also noise pollution related to their activity.

Prior to their elimination or disposal, suppliers must analyse and treat waste water and solid waste appropriately and in accordance with applicable laws and regulations.

### 4.3. Hazardous materials

All applicable laws and regulations relating to hazardous materials, substances and chemicals must be strictly complied with.

Our suppliers must list hazardous materials, substances and chemicals and ensure safe handling, movement, storage, recycling, reuse and disposal thereof.

Our suppliers must have detailed knowledge of the toxicity - for humans and the environment - of the substances they use and implement actions to reduce and eliminate their use.

Our suppliers must use products that are totally free from substances toxic to humans and the environment and ensure that employees are aware of and trained in safety practices relating to products that might pose a risk to the environment.

### 4.4. Waste management and reduction

Our suppliers must encourage the use of recycled materials (post-consumption and post-industrial in order of preference) in their products and installations.

They must also implement a policy to improve the recycling of their waste and a plan to drastically reduce their end waste.

DIAM aims to eliminate landfilling in its activities and strongly encourages its suppliers to do likewise.

### 4.5. Eco-design

Eco-design is the cornerstone of reducing our impact on the environment. Our ability and the ability of our suppliers to deliver low-impact designs, materials and processes is critical to achieving our environmental objectives.

DIAM asks its suppliers to be proactive in proposing materials, processes, technologies and services improving the lifecycle of the end product.

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# ACCEPTANCE DIAM SUPPLIER CODE OF CONDUCT

By signing the DIAM Supplier Code of Conduct, the supplier confirms it has read and understood DIAM's requests and requirements and undertakes to comply with them and ensure its employees and its own suppliers and subcontractors comply with them. The supplier also acknowledges that it is aware of the consequences of a breach of the Supplier Code of Conduct, including immediate termination of commercial relations.

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Company Name : .....

Address : .....  
.....  
.....

Contact Name: .....

Contact's Position : .....

Date : .....

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Signature + Company Stamp

"I have read and understood the above terms and accept them on behalf of my company"

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