



SUPPLIER CHARTER

2022

Officina Profumo-Farmaceutica di Santa Maria Novella S.p.A.

REGISTERED OFFICE:

Via della Scala 16, Firenze

www.smnovella.com

SUPPLIER CHARTER

OFFICINA PROFUMO-FARMACEUTICA DI SANTA MARIA NOVELLA

VISION

Being true to ourselves, renewing every day the tradition of creating wonder, and nurturing our care for people and the nature are at our foundation. Aware of this authority and endorsing the accountability that derives from it, we look to the future, drawing on the past to bring our world into the world we desire, for all.

MISSION

Rooted in Florence, we crossed the centuries creating and cherishing the art of doing good and being well. Today, we renew the timeless delight of chasing care and beauty, blending craftsmanship and refinement, history and novelty, science and conscience, to offer sensations that respond to the desires of each person.

Officina Profumo-Farmaceutica di Santa Maria Novella aims to establish business relationships based on a high level of business ethics and integrity.

Therefore, **suppliers of goods and services and current and potential contractors, in the exercise of their direct activities, in contractual relations with their possible sub-suppliers or subcontractors and, in general, in the creation and management and of the respective value chains, are expected to align effectively and demonstrated with the principles expressed here.**

The **Supplier Charter** of Officina Profumo-Farmaceutica di Santa Maria Novella is based on the **Code of Ethics** and on the **Sustainability Policies** adopted, documents which are understood to be entirely referred to here. The company requires its business partners to be knowingly informed of all provisions set forth therein, as well as any other governance document made available through the corporate website or other means.

In particular, the Code of Ethics, of which the Sustainability Policies are an extension and integration, includes among the Recipients the Third Parties, understood as all those who have commercial relations with the company, such as suppliers, customers, partners, investors and beneficiaries of initiatives social, donations and sponsorships. Application to Third Parties is subject to the signing of declarations or the inclusion in contracts, mandates, assignments or partnership agreements that bind them to the company of specific clauses that bind the subject to such compliance and formalize the sanctions for violations of this commitment.

Furthermore, the Code of Ethics commits Officina Profumo-Farmaceutica di Santa Maria Novella to promote in all activities the adoption of a method of managing suppliers of goods and services which, in addition to current legislation, takes into account the values expressed by the Code of Ethics, of the guidelines provided by the Sustainability Policies and in general of all the aspects necessary for the responsible sourcing process, such as human and labor rights, health and safety, environment, animal welfare, safety and quality of products and services, business integrity and protection of privacy and intellectual property.

Officina Profumo-Farmaceutica di Santa Maria Novella, in order to protect its operational effectiveness and safeguard its resources, including image and reputation, does not entertain relations with subjects who do not intend or who have demonstrated that they do not operate in compliance with current legislation and in accordance with values expressed by the Code of Ethics, extended and integrated by the Sustainability Policies.

Consistently, **the process of selecting suppliers of goods and services also requires alignment with the principles expressed here as a prerequisite.** Subsequently, the suppliers will pass through transparent and objective assessments regarding the professionalism and the entrepreneurial structure, taking into account the quality, the price and the methods of supplying the goods or providing the services.

To this end, periodic self-assessments are necessary to ensure that business partners, direct and at least at the first subsequent level, comply with this Charter. Officina Profumo-Farmaceutica di Santa Maria Novella reserves the right to carry out all the most appropriate actions and checks, including through questionnaires and any visits to the sites, in order to ascertain and verify whether its current or potential business partners meet the requirements established in this Charter. .

The **Code of Ethics** defines the set of fundamental principles and rules of conduct of Officina Profumo-Farmaceutica di Santa Maria Novella. Based on Vision, Mission and Values, they constitute a solid reference for the sustainable success of the Italmobiliare Group, to which the company belongs, contributing to the creation of shared value in the long term. Further guidance is provided by the set of policies adopted and periodically updated, in particular the Sustainability Policies.

The **Sustainability Policies** extend and integrate the Code of Ethics adopted by Officina Profumo-Farmaceutica di Santa Maria Novella. The "Guiding Principles" are the cornerstone and are further detailed in four dedicated policies:

- Health and safety
- Environment and resources
- Rights and society
- Quality and responsibility

They apply in all activities and in relations with all counterparties and in the active involvement of all stakeholders in its sphere of influence.

Human and labour rights

All current and potential suppliers of goods and services and contractors, in their direct activities, in relations with their sub-suppliers or sub-contractors and in their value chains, while taking into account the limits of their sphere of influence, are expected to support effectively and demonstrably:

- the refusal of all forms of forced and child labor;
- the refusal of any behaviour that constitutes physical or psychological violence, coercion, harassment, bullying or an attitude in any case attributable to bullying and harassment practices;
- the refusal of any type of sexual harassment however carried out and, regardless of the legal definitions, still considers any attitude or behaviour that could create discomfort or arouse fear in the other person as unacceptable and prohibited;
- the creation and maintenance of working relationships characterized by fairness, equality, non-discrimination, attention and respect for the dignity of the person;
- the promotion of equal opportunities, especially between genders, for any employee or candidate;
- respect for workers' rights and trade union freedoms, such as in particular the freedom of association and collective bargaining, also through a responsible and constructive dialogue with labor protection organizations that fosters a climate of mutual respect in line with the principles fairness, transparency and participation;
- the adoption of selection and evaluation processes based on criteria of merit, competence and possible and achievable objectives;
- the recognition of fair treatment in relation to the role, commitment and results achieved and the promotion of a correct redistribution of the value created.

Health and safety

All current and potential suppliers of goods and services and contractors, in their direct activities, in relations with their sub-suppliers or sub-contractors and in their value chains, while taking into account the limits of their sphere of influence, are expected to support effectively and demonstrably:

- the creation and maintenance of a safe and healthy work environment and the adoption of adequate measures to prevent accidents and injuries to health by minimizing the causes of dangers inherent in the work environment;
- the supply to workers of adequate personal protective equipment;
- the provision of adequate information and training on health and safety in the workplace;
- the implementation of procedures and systems to manage and report accidents and occupational diseases, investigate cases and implement corrective actions to eliminate their causes;
- the availability of first aid facilities and access to necessary medical care in the event of an accident;
- the provision for all staff of toilets, changing rooms and other basic services, drinking water and, if necessary, places for rest, refreshment and health facilities, including for food storage.

Environment

All current and potential suppliers of goods and services and contractors, in their direct activities, in relations with their sub-suppliers or sub-contractors and in their value chains, while taking into account the limits of their sphere of influence, are expected to support effectively and demonstrably:

- the promotion of a proactive transition towards a regenerative economy, respectful of the sentient nature of animals and with a low carbon content, capable at the same time of creating social value;
- the adoption of measures aimed at minimizing, mitigating and compensating the footprint generated by the activities on the environment and living species.
- the adoption of measures to prevent any harm to the environment through risk prevention programs and continuous improvement of the technologies used and management and control practices, even beyond the requirements and parameters dictated by the legislation in force;
- the promotion of the responsible use of natural resources and the reduction of their consumption;
- transparency towards stakeholders and, in particular, towards the community and the territory in which the activity is carried out;
- the adoption of international best practices in terms of production processes or services, the highest standards of quality, safety, environmental protection and process and product innovation policies towards sustainable solutions compatible with responsible lifestyles and consumption;
- the effective contribution to global challenges, such as climate change, the conservation of biodiversity and the preservation of non-renewable resources.

Integrity, compliance and transparency

All current and potential suppliers of goods and services and contractors, in their direct activities, in relations with their sub-suppliers or sub-contractors and in their value chains, while taking into account the limit of their sphere of influence, are expected to support effectively and demonstrably:

- compliance with all laws, regulations, technical standards and authorization requirements applicable at local, national and international level;
- the adoption of anti-competitive measures, for fair trade and marketing, for the protection of intellectual property and privacy;
- the definition of specific actions to combat corruption, embezzlement, extortion, money laundering, criminal organizations, transnational national organized crimes and any other illegal behaviour committed;
- the provision and transparency to the public, where required and in compliance with applicable laws and regulations, of information relating to the activities carried out, the corporate structure, financial and non-financial performance;
- the non-disclosure to third parties of confidential or sensitive information relating to the activities carried out.

The Charter of Suppliers of Officina Profumo-Farmaceutica di Santa Maria Novella is based on the Code of Ethics and on the Sustainability Policies adopted, documents which are understood to be entirely referred to here. The company requires its business partners to be knowingly informed of all provisions set forth therein, as well as any other governance document made available through the corporate website or other means.



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