



SUPPLIER CODE OF CONDUCT POLICY

Preamble

At Goodwill, compassion, and empathy guide everything we do. We understand that our policies and procedures must mirror our values. Our mission revolves around serving and uplifting those in need, and this lies at the heart of what we stand for. In every choice we make and every action we take, we emphasize our commitment to creating a workplace filled with compassion. These policies stand as a promise - to treat everyone, be it our employees, volunteers, clients, shoppers, or donors, with respect, kindness, and understanding.

Purpose

At Goodwill Ontario Great Lakes, we are dedicated to upholding high standards of business ethics, workplace safety, and social responsibility. We expect all suppliers and their subcontractors to adhere to these standards as outlined in this Supplier Code of Conduct.

Commitment to Compliance

- Suppliers must ensure that their subcontractors also comply with the Supplier Code of Conduct.
- Suppliers must carefully review and agree to the terms of the Supplier Code of Conduct as a condition of doing business with us.
- Suppliers must record their compliance with the Supplier Code of Conduct and disclose relevant information to us upon request.
- Goodwill will ensure suppliers meet the standards of the Supplier Code of Conduct.

Ethical expectations

Goodwill expects all suppliers to commit to ethical business practices and act with honesty, fairness, respect, and integrity.

Suppliers will not, directly, or indirectly, engage in corruption, bribery, kickbacks, extortion or embezzlement or any business practices or conduct that is in breach of applicable laws, or any conduct that would put Goodwill at risk of breaching applicable laws.

Monitoring and enforcement procedures will be implemented to ensure compliance with applicable anti-corruption laws.

Health and safety

Suppliers will provide their personnel safe and healthy workplaces in compliance with all applicable laws.

- Suppliers will take all reasonable steps to prevent accidents and injuries related to work and the facilities where work is performed.
- Suppliers will identify and control personnel's exposure to harmful or hazardous materials, and biological, chemical, and physical agents.

All Goodwill policies are reviewed annually.

- Suppliers will also provide adequate safety training, and written health and safety guidelines, to their personnel.

Labour and human rights

Suppliers will:

- Treat their personnel with dignity and respect and will not permit any form of harassment or abuse.
- Comply with all applicable laws relating to human rights, accommodation, and accessibility.
- Not employ any individuals who are prohibited by applicable law from being employed by virtue of their age or other grounds.

Suppliers will not:

- Use any forced, illegal, unauthorized or prison labour.
- Require any personnel to pay deposits as a condition of work, or financially penalize personnel for resigning.
- Discriminate or permit differential treatment based on any protected grounds (subject to any exceptions permitted by applicable law).

Hours of work

Suppliers will not require their personnel to work more than the hours permitted by the laws of the jurisdiction where the workers are employed.

Labour laws

Suppliers will ensure that all compensation complies with applicable minimum wage laws and will provide all legally mandated benefits.

Suppliers will respect freedom of association and collective bargaining.

Where the right to freedom of association and collective bargaining is restricted under applicable law, Suppliers will not hinder the development of parallel means for independent and free association and bargaining.

Monitoring

This policy will be reviewed annually by the HR department with input from key stakeholders to ensure its effectiveness and to make necessary adjustments based on the evolving needs of Goodwill and its workforce.