

CODE OF CONDUCT FOR SUPPLIERS

INVESTING IN PEOPLE



KAFEATERRA STATEMENT FOR SUPPLIERS

INVESTING IN THE PEOPLE WHO MAKE OUR COFFEE JOURNEY HAPPEN

At KAFEATERRA we know that our business is bigger than us. It's about all the people from across the globe who contribute to the creation and delivery of the excellence we demand.

Our philosophy has always been based on the development and growth of our partners. From the people and communities that grow our coffee, to the suppliers of products and services that assist us in making it happen, right through to our valuable customers; we have always shown a strong commitment to fair, ethical practices and basic human decency. We aim to create solidarity with our partners, building ties and fostering strong trust based mutually beneficial relationships with the people who begin, contribute to and end our coffee journey.

OUR VALUES WHEN WE COOPERATE

Our values are what form our DNA as a multi - generational family run company. Our values underpin our philosophy towards the way in which we choose to do business and those values we wish to share with our suppliers.

ETHICAL

E

WE DO THINGS
THE RIGHT WAY

We are always ETHICAL in our behavior. We always act with honesty, dignity and integrity as these are which allow us to grow and develop strong and sustainable partnerships.

HONOURABLE

H

WE DO WHAT
WE PROMISE

We are always HONOURABLE in our attitude. It's the fundamental element of trust and transparency that help us to develop the long - term relationships that create our success.

COURAGEOUS

C

WE ARE BRAVE
IN WHAT WE DO

We are always COURAGEOUS in our actions. We believe in having the courage in our conviction, doing what's necessary even if it's not always the easy choice.

PASSIONATE

P

WE DO WHAT
WE LOVE AND LOVE
WHAT WE DO

We are always PASSIONATE in our thinking. It is this passion and drive towards our work that create the exemplary dedication and total commitment of our team.

PROGRESSIVE

P

WE LOOK
TO THE FUTURE
AS WELL AS TODAY

We are always PROGRESSIVE in our outlook. We consistently look for opportunities to do things differently; with better outcomes for us and our stakeholders.

EXCELLENCE

E

WE DO NOT
JUST DO THINGS;
WE DO THINGS WELL

We always have EXCELLENCE as our objective. We set our sights high and always strive to go beyond what's expected, being the best we can possibly be.

INTERPERSONAL RELATIONS



KAFEA TERRA'S CODE OF CONDUCT FOR SUPPLIERS

WE FOCUS ON ESTABLISHING MUTUAL AND SINCERE INTERPERSONAL RELATIONS WITH ALL OUR ASSOCIATES

We focus on establishing mutual and sincere interpersonal relations with all our associates, thereby bolstering fertile ties through which we encourage all aspects of responsible business.

The aforementioned code aims to communicate the major material issues, we take into consideration through our business journey and we wish also to be implemented without any exception from all our links of our supply chain.



CODE OF CONDUCT

1/5

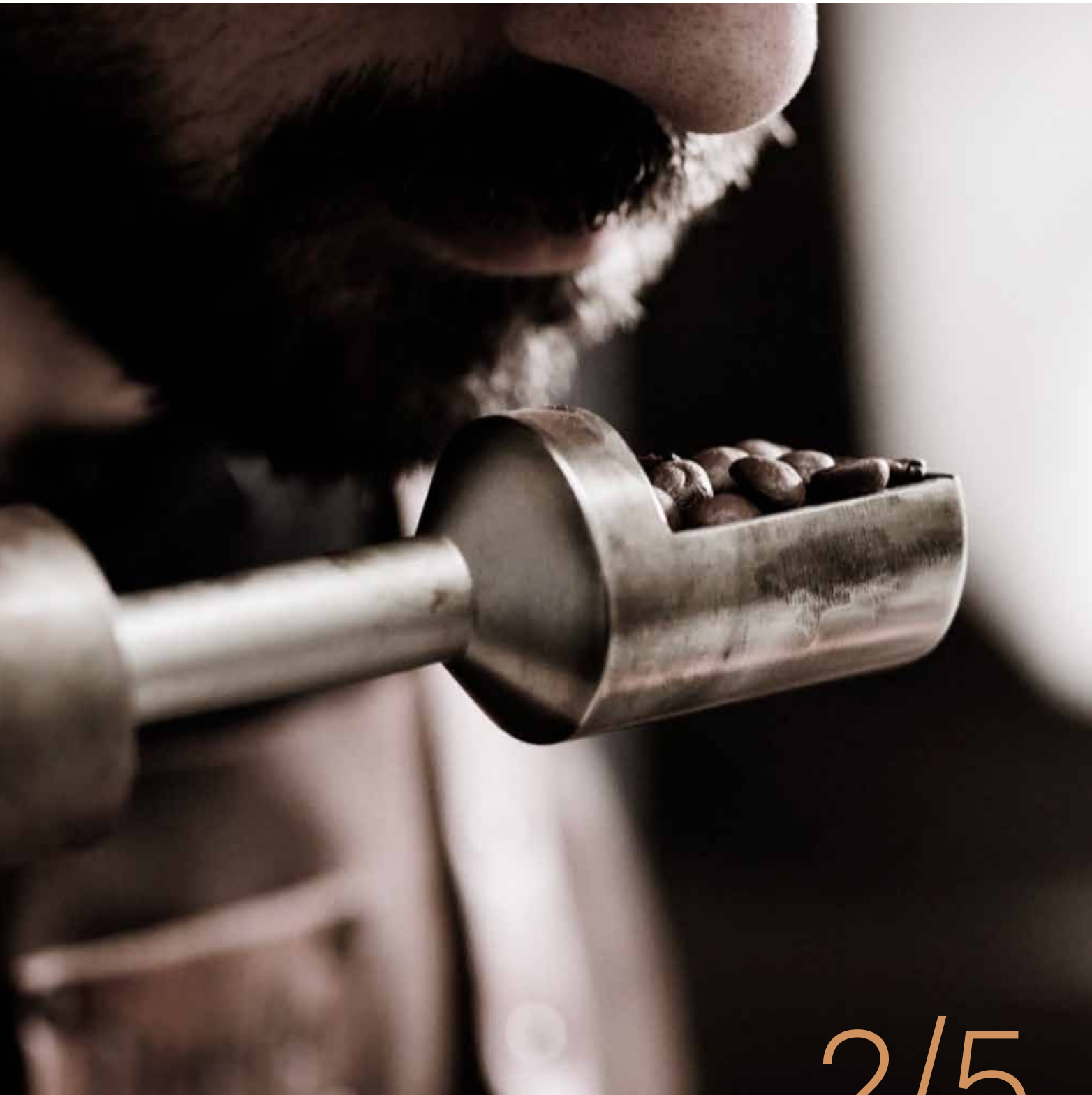
KAFEATERRA'S CODE OF CONDUCT FOR SUPPLIERS

QUALITY OF PRODUCTS & SERVICES

We have at our core the notion of quality. We consider it is of paramount importance to contribute with to associations and industry bodies that take all measures to ensure the safety and quality of the products or services they provide, as long as constantly seek means to improve them.

More specifically all suppliers of products and services should:

- meet all legally and agreed required standards regarding health and safety, quality and environmental protection.
- act in accordance with fair business, marketing and advertising practices.
- deliver accurate information regarding their content, safe use, maintenance, storage, and disposal.
- provide effective mechanism of addressing and solving complaints.
- respect privacy and provide protection of data.
- use all available knowledge and technology means and procedures in order to constantly improve.



KAFEATERRA'S CODE OF CONDUCT FOR SUPPLIERS

HUMAN RIGHTS

All of our partners should encourage equality, diversity and inclusion and eliminate any form of discrimination. In particular, they should not tolerate distinction of any kind, such as race, colour, sex, age, language, religion, disability, political or other opinion, national or social origin, property, birth or other status. Forced labour and slavery in all forms are strictly prohibited. They should offer a work environment free of bullying, harassment and discrimination, promoting dignity and respect for all. They should provide remuneration and set up working hours and offer the freedom of association and the right to collective bargaining according to applicable laws. All of our associates should contribute to eliminate child labour in all business activities and provide a decent working environment for young workers, parents and caregivers.

CULTURAL HEALTH & SAFETY & DEVELOPMENT

Safe and healthy working conditions are fundamental to decent work. Every employee has the right to feel safe in their daily working life. All should take adequate steps to ensure occupational health and safety in their operations. It is imperative to comply with all laws, regulations, codes of good practice and other official health and safety guidelines. Also constantly health and safety training should be provided to employees and motives to participate in faithful implementation and improvement of all precautionary measures. All should pay great attention to recording and address in a timely manner potential risks of accidents, injuries and adverse health effects.



KAFEATERRA'S CODE OF CONDUCT FOR SUPPLIERS

EDUCATION

Education is a vehicle that leads to progress. In this respect all professionals should constantly get adequate education and training in order to evolve their work and enhance their skills, competencies and qualifications.

ENVIRONMENT

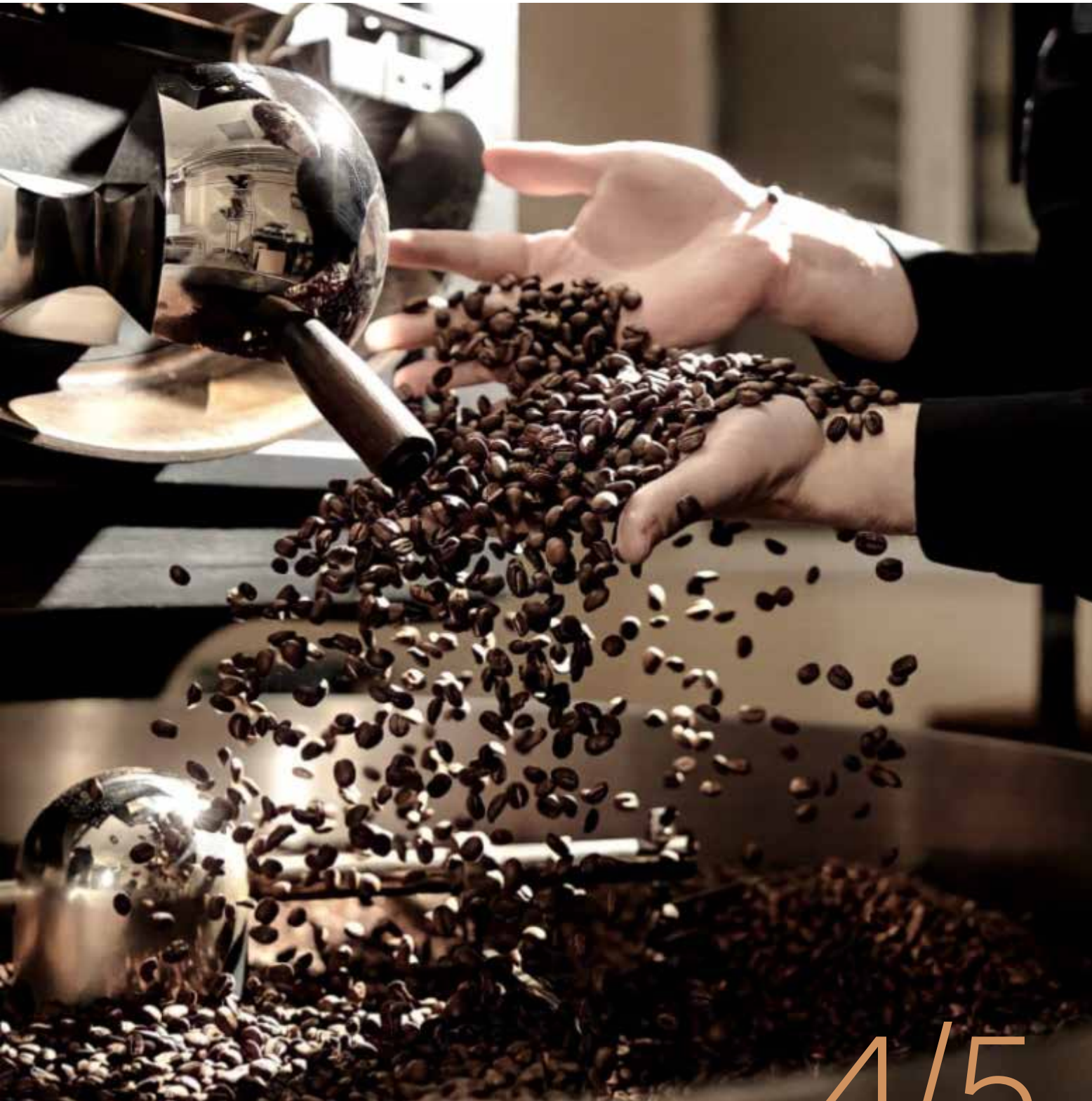
All our associates should advance responsible environmental practices. We should tackle environmental issues with a precautionary approach to the design, production and delivery of products and services. They should support a circular economy where principles of reduce, reuse, recycle should be integrated to the life cycle of a product. Investment in environmentally friendly technologies and education of employees is essential in order to evolve a management system which supports measures and targets for continuous improvement.

SOCIAL CONTRIBUTION

All should contribute to social progress with a view to creating a better future for all. Give back to communities each one operates is vital and should be connected to every activity that generates economic growth. We support businesses with human-centric focus which activities provide societal support to the local communities and across wider society.

GOVERNANCE / COMPLIANCE WITH LAWS AND REGULATIONS

Our Suppliers should comply with all applicable laws and regulations, as well as adhere to international standards.



KAFEA TERRA'S CODE OF CONDUCT FOR SUPPLIERS

BUSINESS CONTINUITY

Our Suppliers should ensure their financial health and develop sustainable businesses. They should integrate mechanisms and practices to assess and reduce all risks which are raised.

CONFIDENTIALITY

Suppliers should comply with all applicable data protection laws and nondisclosure any business, economic, technical or other form of information, occurs from the relationship with KAFEA TERRA.

BRIBERY

Our associates should prevent corruption in all its forms, including extortion, breaching, fraud and bribery. The legal framework governing of these issues in the company's activities must be strictly observed. Any direct or indirect offer, promise, bribe or other undue advantage in order to obtain or retain business is prohibited.

IMPLEMENTATION

KAFEA TERRA anticipates from its suppliers to embrace the principles of this code and share information and knowledge regarding its implementation and improvement. KAFEA TERRA reserves the right to conduct audits in order to verify the compliance of this code. Incidents of no – compliance should be corrected promptly, otherwise may lead to termination of the cooperation.



5/5

KAFEA TERRA'S CODE OF CONDUCT FOR SUPPLIERS

The Supplier confirm the recognition of and compliance with the principles of 'KAFEA TERRA Code of Conduct for Suppliers'

COMPANY OF SUPPLIER

ADDRESS OF THE SUPPLIER

NAME OF REPRESENTATIVE

TITLE OF REPRESENTATIVE IN COMPANY

SIGNATURE

PLACE AND DATE