

Knoll Supplier Code of Conduct

Updated on February 19, 2019

Dear Valued Supplier,

Knoll Printing & Packaging Inc. (Knoll) is committed to “Extend our excellence and bring the best to the Generation and Generations to come”. Knoll will favor suppliers that integrate social, environmental, and sustainability policies into their business practices. Knoll’s expectation on suppliers are listed as follows:

1. Supplier’s Commitment

- 1.1. Communication: Knoll suppliers must make all reasonable efforts to communicate Knoll’s expectations to workers and must ensure that workers have the opportunity to ask questions.
- 1.2. Legal Compliance: Knoll suppliers are expected to conduct its business in compliance with all applicable laws and regulations in the countries where they do business. Knoll suppliers will need to meet or exceed requirements of applicable environmental and social laws, regulations and corporate standards.
- 1.3. Responsible Information Management
 - 1.3.1. Confidential Information: Knoll suppliers must not disclose any confidential information of Knoll directly or indirectly to anyone outside the company and to anyone within the company except to those who need to know or use the information.
 - 1.3.2. Information Protection: Knoll suppliers should have reasonable measures to protect information from access by unauthorized parties.
- 1.4. Subcontracting: Subcontractors of Knoll suppliers must agree to abide by Knoll’s Code of Conduct. All manufacturing facilities, including decorating facilities, may not be changed without notice to and approval by Knoll.

2. Supplier Environmental Practices

- 2.1. Environmental impact: In addition to upholding local environmental laws, Knoll suppliers must strive to continually improve their performance on minimizing negative environmental impact and maximizing positive environmental impact.
- 2.2. Energy & Water
 - 2.2.1. Energy source: Knoll suppliers must ensure that energy used by their facilities is sourced sustainably, and renewable energy is used whenever possible in order to limit greenhouse gas emissions.
 - 2.2.2. Energy consumption: Knoll suppliers must ensure that energy is used effectively and efficiently.
 - 2.2.3. Water source: Knoll suppliers must ensure that water used by the facility are sourced sustainably and reused whenever possible.
 - 2.2.4. Water consumption: Knoll suppliers must ensure that water is used effectively and efficiently.

- 2.2.5. Water discharge: Knoll suppliers must ensure that wastewater generated from the operation is treated before discharging to minimize the possible adverse consequences on freshwater and marine environments.
- 2.2.6. Monitoring: Knoll suppliers must regularly monitor their consumption and discharge/emission.
- 2.3. Air Quality Management
 - 2.3.1. Air Emissions: Knoll suppliers should have a system in place to monitor its emissions and practicable measures must be applied to minimize concentration of air pollutant.
 - 2.3.2. Indoor Air: Knoll suppliers must provide sufficient ventilation in their indoor spaces. Usage of high VOC content materials must be avoided to ensure good indoor air quality
- 2.4. Materials, Chemicals & Waste
 - 2.4.1. Material procurement: Knoll suppliers must ensure that materials are sourced sustainably and used responsibly. Materials with minimal negative environmental impact are preferred.
 - 2.4.2. Supply chain logistics: Knoll suppliers should choose local suppliers whenever possible to foster local economic growth and to minimize carbon footprint attributed to product transportation. If import of a material is needed, sea shipment should be prioritized.
 - 2.4.3. Recycled materials: Usage of recycled materials are preferred, provided that these materials are of the requisite quality and that sufficient quantities are available. Suppliers are encouraged to notify Knoll whenever usage of recycled materials are possible, so that it can be considered.
 - 2.4.4. Wood and fibers: Knoll suppliers must ensure that no wood products come from controversial sources
 - 2.4.5. Optimizing material usage: Material usage must be optimized at all time to minimize wastage.
 - 2.4.6. Knoll supplied materials: Record of Knoll supplied materials must be kept by suppliers and shared to Knoll. Final treatment of spares after production should be decided by Knoll.
 - 2.4.7. Chemical usage: Chemical substances inside the supplier's facility need to be clearly labelled, securely stored, and properly handled. Recovery and recycling of chemical used should be explored whenever possible.
 - 2.4.8. Solid waste treatment: Knoll suppliers must minimize generation of solid waste in all forms. Reduce, reuse and recycle of solid waste should be attempted through the supplier's own facility or outsourced to a trustable third party. Disposal should always be the last option of waste treatment.
- 3. **Supplier Social Practices**
 - 3.1. Ethical Practices: Knoll suppliers and their officers, directors and employees must adhere to the highest standards of business ethical conduct.
 - 3.2. Anti-Corruption Policy: Knoll suppliers are required to follow all applicable laws, rules, and regulations related to anti-bribery and corruption.
 - 3.3. Improper Payments, Gifts and Entertainment: Knoll employees may not give or receive gifts or entertainment unless they are not provided as quid pro quo, modest in value, infrequent, unsolicited, given on a customary gift giving occasion,

reasonable and customary in our business and permissible under the rules of the supplier's organization.

- 3.4. Anticompetitive practices: All kind of anticompetitive practices are to be avoided
- 3.5. Employee Health and Safety: Knoll suppliers must ensure that their workers perform their work in clean, healthy, safe environments. Any residential facilities must be similarly maintained. Work areas must be of a standard to prevent accidents and illnesses and to ensure an adequate level of sanitation.
- 3.6. Employee Working Conditions
 - 3.6.1. Working Hours: Knoll suppliers must uphold the local legal limit on hours worked, and where no limit is imposed, they must not engage workers for more than 60 hours a week at most, outside of extraordinary circumstances. Workers must receive at least 1 day off each week and must not be required to take work home.
 - 3.6.2. Wages and Social Benefits: Knoll suppliers must pay their employees either the legal minimum wage or the prevailing industry wage, whichever is higher, as well as any legally prescribed benefits. Workers must not be subject to financial penalties for poor performance or face illegal deductions for benefit payments.
- 3.7. Freedom of Association: Knoll suppliers must recognize the right of employees to freely associate and must comply with all local laws governing the right of employees to select or not to select workplace representatives.
- 3.8. Career Management & Training: Knoll suppliers should foster a strong and committed workforce by investing in training and development of their employees.
- 3.9. Human Rights: Knoll suppliers must treat their employees with respect and dignity. They must not engage in any kind of physical, verbal, psychological or sexual abuse or misconduct.
- 3.10. Discrimination: Knoll suppliers must not subject their workers to any unfair or unjustified discrimination with regard to hiring, remuneration, promotion or termination. Any employment decisions must be based on worker ability and not on personal characteristics such as gender, race, religion or culture.
- 3.11. Employment practices
 - 3.11.1. Child labor: Knoll suppliers must not, for any reasons, employ child labor. The term "child" means any person under the age of 15 (or 15 where the law of the country permits) or the minimum age for employment in the country.
 - 3.11.2. Forced Labor: Knoll suppliers must not use forced or compulsory labor of any kind, be it prison, bonded, indentured or otherwise. Furthermore, mandatory overtime is not permitted, and workers must be allowed to leave their employment after giving reasonable notice.

Knoll will prioritize suppliers who have embedded sustainable and ethical practice within their organization. Additionally, Knoll will continuously work with suppliers to roll out this Supplier Code of Conduct training and audit.

Knoll appreciates your full support on this important initiative and believes this will help to build a foundation of growth and sustainability for our suppliers.

諾恩供應商行為守則

2019年2月19日更新

致尊貴的供應商，

諾恩包裝製品有限公司（諾恩）不但致力於提供各種優質包裝和服務，而且“全力以赴精益求精為我們及下一代創造更美好的未來”。諾恩希望供應商可以在日常運作時背負社會責任，著力環境保護和維持可持續性發展。對於各位供應商，諾恩有以下期望：

1. 供應商需要承諾以下項目：

- a. 與員工有足夠溝通：供應商必須盡力將諾恩的期望傳達旗下員工，也必須確保員工在有疑惑時能夠提出有關查詢。
- b. 合法合規：供應商營運時理應遵守國家一切有關法例或法律，甚至在環境與社會層面上，諾恩期望供應商能夠比基本要求或標準做得更多更好。
- c. 管理信息時秉持責任心
 - i. 資料保密：供應商絕對不得向非相關人士洩漏任何直接或間接有關諾恩的機密資料。
 - ii. 保護資料：供應商需要積極保護一切資料，慎防資料外洩。
- d. 外判守則：外判時須注意分包商同時要遵守本行為守則。所有製造業分包商，包括包裝裝飾，都不能未經通知諾恩及未經諾恩同意就更換廠商。

2. 供應商應該實踐以下環境保護職責：

- a. 減低環境影響：除了守法外，供應商也需要將環境污染減到最低，同時將環境保育意識提升到最高，以達至長遠目標。
- b. 能源和水源方面
 - i. 能源來源：供應商應該使用一些可持續能源，同時儘可能利用一些環保再生能源，減少製造溫室效應氣體。
 - ii. 能源用量：供應商需要確保有效地使用各種能源，並同時達到節能減排的目標。
 - iii. 水源：供應商應該確保水源的可持續性，同時儘可能循環再用。
 - iv. 用水：供應商需要確保有效使用各種水源，並同時節約用水。
 - v. 排水：供應商必須確保排出污水前有進行妥善處理，減少對附近水域及生態環境造成影響。
 - vi. 監控：供應商應該在能源用量、水用量和排污上進行定期檢查。
- c. 空氣質素管理
 - i. 氣體排放：供應商理應建立系統管理氣體排放，並實施可行措施去減低空氣污染物濃度。
 - ii. 室內空氣：供應商應該確保室內有足夠的通風設施 / 系統，避免使用多揮發性有機物物料，確保良好空氣質素。

d. 物料、化學用品及廢料

- i. 採購物料：供應商應該採購符合可持續發展的物料並正確使用，諾恩亦建議使用對環境造成影響最少的物料。
- ii. 供應鏈物流管理：供應商應該盡可能選用當地供應商去促進經濟發展，同時減少因運送貨物而產生的碳足跡。如果真的需要由外地進口，理應先考慮透過船運方式。
- iii. 環保物料：諾恩建議供應商使用循環再用物料，此物料質量需要符合要求，其供應量也需要能夠滿足需求量。若然供應商發現有適用環保物料，請通知諾恩以作考慮。
- iv. 木材和纖維：供應商需要確保木材並非來自受爭議區域 / 非法獲得。
- v. 物盡其用：供應商應該盡可能利用一切物料，減少製造廢料。
- vi. 由諾恩提供的物料：供應商需要完整紀錄所有由諾恩提供的物料並告知諾恩。生產後剩餘物料需由諾恩決定處理方法。
- vii. 化學用品用量：工廠內所有化學用品必須貼上標籤，妥善處理並保管在安全地方。供應商也需要儘可能將它們循環再用。
- viii. 固體廢物：供應商應該將固體廢物數量減到最低。供應商應該先嘗試透過自己設施設備，或是外判予可信的第三方再用、回收及循環再造固體廢物，也應該將棄置固體廢物視為最後選擇。

3. **供應商理應履行以下社會責任：**

- a. 符合社會道德：所有供應商（包括管理層、主管、內部員工）必須遵守所有企業道德守則。
- b. 反貪污政策：所有供應商必須遵守一切反賄賂和反貪污法律，條例及守則。
- c. 不當付款，禮物或娛樂活動：諾恩職員並不會贈送或接受任何禮物或娛樂活動，除非這些贈送：1) 並非以物換物形式進行、2) 適當價值、3) 不經常出現、4) 未經要求、5) 在正常贈送禮物時期與情況下發生、6) 在企業營運中算合理並慣性進行、7) 供應商企業守則容許下進行。
- d. 反競爭行為：供應商理應避免一切反競爭行為。
- e. 員工健康和 safety：供應商應該要保證員工工作環境是乾淨、衛生、合乎安全。任何住宿設施都需要符合以上條件。工作地方必須符合標準避免意外發生，也需要保持清潔減少疾病傳播。
- f. 員工工作情況：
 - i. 工時：供應商必須遵守法定工時，若然沒有法定時數上限，一週正常工作時數也不可以超過六十小時（不包括額外特殊情況）。員工每星期也必須至少有一天休息，也不能將工作帶回家繼續做。
 - ii. 工資和福利：供應商必須給予員工最低工資或是該行業現行工資中比較高的一者，同時提供所有法定福利。員工表現不佳時供應商不能裁減工資或是刻意扣減相關福利或福利金。
- g. 結社自由：供應商必須尊重員工自由結社的權利，同時遵守有關員工自由選擇工作代表的法律。

- h. 工作管理和員工培訓：供應商理應積極提供員工培訓和發展空間，增強員工工作力。
- i. 人權：供應商應該重視和尊重員工，並且不可以透過肉體傷害、言語攻擊、精神折磨、性騷擾、不當行為等羞辱員工。
- j. 歧視：供應商不可在聘請、薪資、晉升、終止僱傭關係時以性別、種族、宗教、文化等個人因素列入考慮範圍，理應以個人工作能力作考量因素。
- k. 聘請：
 - i. 童工：供應商在任何情況下不得聘請童工。根據法例，任何人年齡等於或低於 15（或是低於當地法定成人年齡，或是低於當地最低雇用年齡）皆為「小童」。
 - ii. 強逼勞動：供應商不得聘請任何非自願、被強逼、受監禁、受契約束縛、被奴役勞工。另外，諾恩也不允許強制加班，供應商需要允許員工給予合理通知後離開工作場所。

諾恩將會優先選擇與能夠實行可持續性發展和合乎商業道德的供應商合作。另外，諾恩會一直與供應商跟進並實行行為守則有關培訓及相關評核。

諾恩希望供應商能夠全面支持此行為守則，也希望能夠藉此增進彼此合作關係，達至一種可持續性發展。若然發現中文版本與英文版本內容上有任何差異，請以英文版本作準。