



DELISCHOOL • FOODCORP • SKYFOOD

GLOBAL SUPPLIER CODE OF BUSINESS CONDUCT

Visit Our Website
shfservices.com



Our Code of Company

Our Code of Conduct defines the standards of behaviour expected of everyone at SHF Services.

It provides clear guidance on:

- Ethical business practices
- Professional conduct and accountability
- Compliance with food safety, labour, and regulatory requirements
- Fair, respectful, and inclusive workplace behaviour

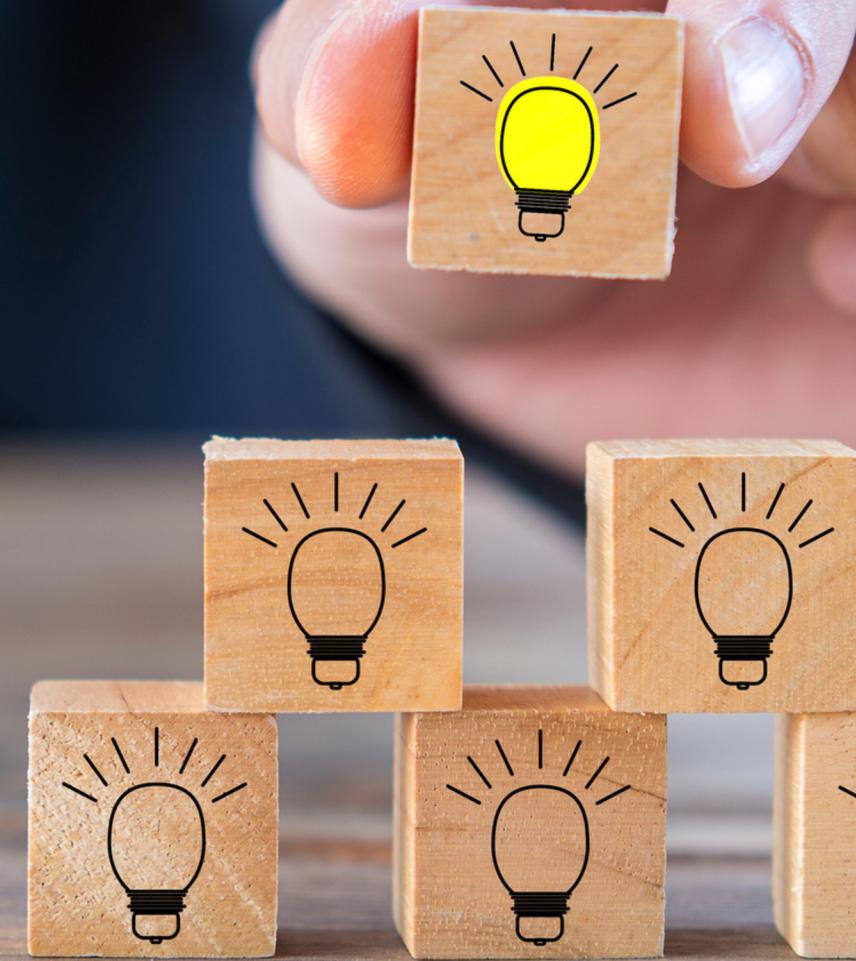
This code supports a culture of trust, professionalism, and responsibility across all our services and locations.



CEO Profile

“Integrity, safety, and respect are not optional at SHF Services — they define how we work, every day.”

Patrick, SHF Services





Our Vision

To be a trusted and leading food services partner, delivering safe, nutritious, and high-quality meals while supporting the wellbeing of the communities we serve.

Our Values

At SHF Services, our values guide every decision we make and every action we take. We are committed to:

- **Safety First** – Protecting the health and wellbeing of students, clients, staff, and partners through strict food safety and hygiene standards
- **Integrity** – Acting honestly, responsibly, and transparently in all our operations
- **Respect** – Valuing people, cultures, and environments, and fostering positive relationships
- **Excellence** – Striving for continuous improvement in food quality, service, and operations
- **Responsibility** – Operating sustainably and ethically, with accountability at every level



PURPOSE

SHF Services Commitment to Ethics and Integrity

SHF Services is committed to upholding the highest standards of ethics and integrity, which has cemented our reputation as a global leader and trusted partner. We take pride in providing exceptional food and support services to millions worldwide every day.

Our core values, Code of Business Conduct, and Business Integrity Policy guide our team's decisions and actions. They also form the basis for how we interact with clients, suppliers, business partners, and the communities we serve.

In line with this, the SHF Services Code of Conduct outlines the principles and expectations we require from our supply chain partners. While we recognize that you may have your own guiding principles, we expect you to align with our values and uphold the principles of this Code in your partnership with SHF Services.

Our Focus Area

We seek to collaborate with suppliers who align with our values. This Code upholds SHF Services' commitment to high ethical standards and principles within our supply chain, outlining our aspirations for supplier sustainability and responsibility. These minimum standards are what we expect from you and your subsidiaries, and nothing in this Code restricts suppliers from surpassing these expectations.

Our five focus areas of engagement with our suppliers are:

- ✓ Business integrity and ethical principles
- ✓ Human rights and labour standards
- ✓ Health and safety
- ✓ Sustainability
- ✓ Voice Your Concerns, We're Attentive

END-TO-END RESPONSIBILITY

We expect you to follow and support the principles in this Code with your partners and keep responsible business practices in your supply chains. Sometimes, we might ask for information or perform audits on your business with SHF Services to check compliance.

SHF Services understands that fixing issues can take time. However, if there's not enough progress or a failure to comply with the Code, SHF Services may end collaborations or agreements with suppliers.



This Code may be amended from time to time. The most recent version of the Code is available on SHF Services at <https://www.shfservices.com/>

GENERAL EXPECTATION



WHAT ARE OUR EXPECTATIONS OF SUPPLIERS?

We have clear standards and expectations of required behaviours to ensure that we conduct our business throughout the world legally, responsibly, and ethically.



Follow all relevant laws and regulations related to your operations and business with SHF Services. If there's a conflict between this Code and the laws, adhere to the stricter one.



Uphold principles and commitments set out in this Code and instil these within your day-to-day business practices and, where relevant, through your own policies and procedures



Ensure you have appropriate processes in place to verify and demonstrate applicable compliance standards



Assess risks and perform due diligence, including audits of your suppliers, subcontractors, and partners, focusing on business ethics, integrity, and human and labor rights.



Ensure that employees receive the necessary information, training, and tools to comply effectively. Additionally, establish a secure channel for them to voice their concerns without the fear of retaliation.



Report any concerns affecting your compliance with this Code promptly to your SHF Services business contact or through our confidential program, Voice Your Concerns, We're Attentive.

WHAT ARE OUR EXPECTATIONS OF SUPPLIERS?

- Comply with all applicable business integrity laws at a minimum.
- Adopt and promote clear commitments to ethical business practices.
- Never engage in bribery or any form of corruption, including facilitation payments to government or public officials.
- Ensure that any gifts or hospitality accepted, received, offered, requested, or given are not lavish or excessive, and do not create a sense of obligation. It's important to respect the general prohibition on gifts and hospitality during or in anticipation of a tender, bid, or contract negotiation. The mere perception of a bribe or conflict of interest can be harmful.
- Avoid engaging in or facilitating anti-competitive behavior, anti-trust, or anti-monopoly practices, including inappropriate exchanges of information.
- Ensure that there are no conflicts of interest in your dealings with SHF Services. If you become aware of any situation where personal activities, relationships, or other interests conflict with your responsibilities to SHF Services, inform your SHF Services contact promptly.
- Do not participate in or facilitate any form of money laundering, terrorist financing, violations of economic or trade sanctions, tax evasion, theft, or fraud.
- Maintain accurate financial records and business documentation, including invoicing, in accordance with all applicable legal and regulatory requirements and accepted accounting practices.

BUSINESS INTEGRITY

Our Principle

We will conduct all business transactions with the utmost ethics and expect our team and suppliers to maintain the highest standards, demonstrating integrity in all their actions.



Never disclose to us:

- Any details you obtain from or regarding our competitors or their bids
- The bids you submit to our competitors

Always:

- Inform us of any allegations or concerns regarding business integrity that you might have, including instances of bribery and corruption, anti-competitive behavior, or any other improper or illegal situations.

INFORMATION SECURITY AND DATA PRIVACY



Our Principle:

We are committed to protecting confidentiality of information and respecting the privacy rights of all our employees and business partners including our suppliers, customers, clients, and other third parties.

WHAT ARE OUR EXPECTATIONS OF SUPPLIERS?

- Comply with all relevant data privacy and cybersecurity laws and regulations at a minimum.
- Ensure that the proprietary and confidential information related to your business engagement with SHF Services is used solely for authorized purposes and by authorized individuals.
- Refrain from disclosing any confidential, personal, or commercially sensitive information pertaining to SHF Services without appropriate consent.
- Confirm that any personal data is utilized only for the agreed-upon business purposes and has been obtained, processed, destroyed, and transferred in accordance with applicable laws and relevant contractual obligations to SHF Services.
- Maintain accuracy for any data associated with your business dealings with SHF Services, ensuring that any inaccuracies are rectified, erased, or amended appropriately.
- Implement suitable technical and organizational data protection measures to safeguard the data related to your business interactions with SHF Services.

*Notify SHF Services as soon as possible about any actual or suspected data breach and collaborate with any inquiries to assist SHF Services in investigating the issue.

WHAT ARE OUR EXPECTATIONS OF SUPPLIERS?

- Comply, at a minimum, with all applicable laws and regulations related to human rights and modern slavery. This includes, but is not limited to, working hours and days, minimum wages, overtime, breaks and rest time, sick leave, annual holidays, and other mandatory benefits. Ensure that appropriate records are maintained.
- Treat all employees and workers with respect, ensuring that all work is chosen voluntarily.
- Do not utilize or gain from any form of child, forced, bonded, or compulsory labor.
- Ensure that all employees and workers are of the legal minimum age for employment and implement systems to prevent child labor and exploitation.
- Firmly oppose any form of human trafficking and take immediate action on any suspected risks or activities within your supply chain.
- Promptly investigate and address any suspected human rights issues within your business and supply chain.

HUMAN RIGHTS AND MODERN SLAVERY

Our Principle:

We are dedicated to fostering the positive development and advancement of human rights worldwide, which involves striving to eliminate modern slavery and human trafficking. We stand firmly against all forms of human rights violations and abuses.



NON-DISCRIMINATION, HARASSMENT AND INCLUSION



Our principle:

We are dedicated to encouraging a welcoming, supportive, respectful and inclusive culture and are committed to equality, wellbeing and fairness for all our employees. We are opposed to any and all forms of discrimination, bullying or harassment.

WHAT ARE OUR EXPECTATIONS OF SUPPLIERS?

- Adhere to all applicable laws concerning employee and worker rights, fair treatment, and employment standards.
- Foster a diverse and inclusive workplace that upholds equal opportunities, ensuring that every employee, worker, or applicant is treated fairly and with respect, while implementing relevant policies that comply with the law.
- Guarantee that recruitment practices are free from discrimination.
- Prohibit any form of unfair or unlawful harassment, discrimination, or degrading treatment towards employees and workers, including physical, verbal, sexual, or any harmful actions such as violence.
- Take immediate action in response to any reports or identified instances of unlawful or unfair treatment.

EMPLOYMENT

WHAT ARE OUR EXPECTATIONS OF SUPPLIERS?

- Establish and advocate for ethical and positive working conditions that, at the very least, comply with local labor laws and regulations.
- Ensure that all employment is founded on a legally recognized relationship, providing employees with clear written details about their terms and benefits that meet, at a minimum, applicable employment laws and regulations.
- Conduct recruitment in an ethical and responsible manner, and acknowledge and respect employees' rights to freely organize and engage in collective bargaining.

Our Principle:

We are dedicated to offering fair, equitable, and ethical employment opportunities and facilities (when applicable) to all employees, workers, and job applicants, irrespective of their personal characteristics.



HEALTH AND SAFETY



Our Principle

We place a strong emphasis on maintaining rigorous workplace, food safety, and quality standards, all while ensuring the health, safety, and well-being of our employees as well as everyone who provides our goods, equipment, and services.

WHAT ARE OUR EXPECTATIONS OF SUPPLIERS?

- Comply with all relevant laws, regulations, and industry standards on workplace health and safety. Report any concerns promptly to your SHF Services contact. Prioritize health and safety in all supplier activities by implementing and maintaining appropriate policies and systems.
- Provide a safe and healthy working environment for employees and workers, including safe and secure housing if applicable.
- Foster a culture of health and safety, implementing policies and practices such as risk assessments and incident reporting.
- Stop any unsafe work immediately and resume only after resolving the issue.
- Ensure all employees receive adequate health and safety training and have the necessary tools to perform their roles safely.
- If applicable, comply with SHF Services' food safety and quality standards. Handle, prepare, store, and transport food in sanitary conditions, adhering to regulatory requirements.

ENVIRONMENT

WHAT ARE OUR EXPECTATIONS OF SUPPLIERS?

- Ensure compliance with all relevant environmental laws, regulations, certifications, and specifications associated with your products or services, including considerations for animal welfare (if applicable).
- Conduct business sustainably, demonstrating a commitment to the environment in your operations.
- Take proactive steps to protect, and where feasible, restore and enhance the environment related to your activities.
- Aim to minimize negative impacts, such as deforestation, caused by your activities, products, or services whenever possible.

Our Principle:

We operate our business sustainably, ensuring compliance with all pertinent environmental laws and regulations. We actively strive to minimize negative impacts while maximizing our potential to make positive contributions to the environment.



Voice Your Concerns, We're Attentive



For more information please scan to this QR code

If you in doubt,
Voice up,
We're Concern

Voice Your Concerns, We're Attentive

As a supplier to SHF Services, **you, along with your employees, workers, and contractors, have access to** Voice Your Concerns, We're Attentive confidential and independently operated multilingual whistleblowing program.

We urge you to **Voice Your Concerns** if something seems off or if you have concerns regarding potential misconduct, criminal activities, unethical behaviors, or any other improper situations that may conflict with this Code, SHF Services' Values, our Code of Business Conduct, or our Business Integrity Policy. Remember, if it doesn't feel right, trust your instincts.

Voice Your Concerns, We're Attentive offers you the option to submit a report either confidentially or anonymously. Please note that the information provided and the right to anonymity may be influenced by local laws.

We are dedicated to thoroughly reviewing and addressing any concerns raised. In return, we expect complete cooperation and transparency from our suppliers in any investigation, audit, or inquiry related to a concern raised, in order to maintain the principles and commitments outlined in this Code, SHF Services' Values, Code of Business Conduct, and Business Integrity Policy.



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THANK YOU
FOR YOUR ATTENTION



Visit Our Website

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