

HUMAN RIGHTS POLICY

1. PURPOSE

Human Rights outline and focus on protection to people from severe political, legal, and social abuses. Dipped Products PLC (DPL) and its subsidiaries here in after referred to as DPL Group is a Sri Lankan conglomerate spanning to diversified markets with global operations. Thus, it is of relevance that aspects and areas of Human Rights are seriously addressed in all our operations.

2. SCOPE

DPL Group is committed to fostering an organisational culture which supports internationally recognised human rights and seeks to prevent abuse of human rights. We support the principles contained within the Universal Declaration of Human Rights and the United Nations Global Compact (UNGC).

We commit to the following two sub- principles of the UNGC Principles of Human Rights;

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Make sure that they are not complicit in human rights abuses.

3. POLICY GOVERNANCE AND RESPONSIBILITY

No.	Actions	Responsibility
1	Overall responsibility for the implementation of this policy Group-wide	DPL Group ESG
2	Conducting an annual training and assessment of a broad range of human rights issues utilising an international level benchmark	DPL Group ESG
3	A Report and Gap Analysis to manage any areas of improvement	DPL Group ESG
4	Awareness building and communication of policy to employees	DPL Group HR/Group ESG

	<p>Recording and reporting the latest indicators of management performance directed by the GRI (Global Reporting Initiative) framework</p> <ul style="list-style-type: none"> • instances where Human Rights have been violated • percentage and total number of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening 	DPL Group ESG
	<ul style="list-style-type: none"> • percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken • operations and significant suppliers identified in which the right to exercise freedom of association or collective bargaining may be violated or at significant risk, and actions taken to support these rights • operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour • any measures taken to contribute to the elimination of all forms of forced or compulsory labour. • percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations • Instances of discrimination and corrective actions taken thereafter other business partners that have undergone human rights screening, and actions taken • operations and significant suppliers identified in which the right to exercise freedom of association or collective bargaining may be violated or at significant risk, and actions taken to support these rights • operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour • any measures taken to contribute to the elimination of all forms of forced or compulsory labour. • percentage of security personnel trained in the 	

	<p>organisation's policies or procedures concerning aspects of human rights that are relevant to operations</p> <ul style="list-style-type: none"> • instances of discrimination and corrective actions taken thereafter 	
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4. POLICY STATEMENT

Commitments to stakeholders;

Employees: We treat all of our employees with respect and dignity and promote diversity in the workplace. Our aim to achieve uniform application of relevant principles underlined in the Universal Declaration of Human Rights is derived from our commitment to respect the rights of our employees, which include labour and working conditions. We are committed to train our employees to be aware of, respect and protect human rights in the workplace and in the local communities directly impacted by our operations.

Business Partners: Our commitment applies to workers directly engaged by the company and workers engaged through third parties to perform work related to core business processes for a substantial duration (contracted workers operating within company premises as well as suppliers, joint venture partners and clients/customers), through proactive engagement, monitoring and contractual provisions.

Local Communities: Where relevant, we engage with local communities on any actual or potential human rights impacts of our operations, which also include land and property acquisition and security arrangements. DPL Group practices human rights in accordance with the customs, cultures and values portrayed by these communities.

5. PROVISIONS ON HUMAN RIGHTS

Fair Treatment

We provide equality of opportunity and treatment for the purposes of eliminating discrimination based on race, colour, gender, sexual orientation, gender identity, religion, political opinion, nationality, social origin and status, disability, age or other status of individuals unrelated to their ability to perform work. Salaries are on par across all positions at the Group, sans any gender bias. Salary distinctions are based solely upon factors such as performance and market comparisons for the relevant skill group. DPL Group aims to pay competitive wages based on local market assessments.

Non-harassment

DPL Group commits to promote a work environment free of any form of workplace harassment including physical, verbal, sexual or psychological harassment, abuse, and threats, as defined by the laws of each country in which we operate. To protect workers against such acts, DPL Group has implemented

prevention policies, facilitates open communication, provides training, and allows workers to report incidents of harassment to a complaint mechanism that fully investigates the reports and responds accordingly.

Abolishing Child, forced and compulsory Labour

In Sri Lanka, the law defines children as below the age of 14 years. DPL Group opposes child labour, does not employ any person under the age of 18, and works with business partners to ensure that zero instances of child labour are recorded in the supply chain as defined by national laws. We oppose all forms of forced or compulsory labour and work hand in hand with subcontractors and suppliers to ensure illegal forms of employment are eradicated.

Hours, wages and leave

DPL Group works within the standards set by national law and respects the standards set by the International Labour Organisation (ILO). We provide wages as per the national labour standards and continuously review salaries to meet inflation / cost of living and sudden shocks in the countries of operation. We ensure that workers are provided leave in accordance with national standards and ensures that all workers have an official employment status.

Freedom of association/collective bargaining

DPL Group believes in employees engaging in dialogue with the company on any issue they may wish to voice and seek redress on.

Promoting health and safety

DPL Group commits to providing safe and healthy working facilities and takes appropriate precautionary measures to protect employees from work-related hazards and anticipated dangers in the workplace. Safety precautions depend upon and are relevant to the industry, company concerns and the needs of vulnerable workers and meet or exceed the laws of each country in which we operate. DPL Group ensures that workers are provided with the protective equipment and training necessary to perform their tasks safely, and are actively involved in health and safety efforts.

6. RESPONSIBILITY

The Group Chief Financial Officer is responsible in reviewing and implementing this policy. The Managing Director and General Management Committee is accountable in ensuring that this policy is valued and adhered to.

7. EFFECTIVE DATE OF IMPLEMENTATION

This policy shall be effective and operative from 1st October 2024.

HEALTH & SAFETY POLICY

1. PURPOSE

Dipped Products PLC (DPL) and its subsidiaries here in after referred as DPL Group is committed to maintaining the highest standards of health and safety across its operations, thereby providing a safe and injury-free working environment for all employees. This Policy serves as the minimum standard on health and safety management practices that all DPL Group companies should adopt; companies which have a higher level of vulnerability to health and safety risks are encouraged to implement more stringent practices reflecting sector- specific risks.

DPL Pulse: ESG Roadmap 2030 drives Group ESG strategies relating to management of health and safety, our targets and annual key performance indicators are set out aligning with the national and international standards and requirements.

2. SCOPE

This policy is applicable for all business entities and relevant service providers of DPL Group.

3. COMMITMENT

We seek to prevent all accidents and occupational diseases across our operations, thereby ensuring the protection of all our employees. In driving towards this objective, we are committed to:

- Manage Health and Safety matters as a core business activity and achieve Health and Safety excellence in our business operations. All DPL employees, partners and contractors have personal responsibility to strive for “Target Zero” goals and objectives;
 - Zero Accidents
 - Zero Harm to People
 - Zero Damage to Property
- Maintaining hygienic, safe, and healthy working conditions, machinery and equipment and provide the necessary instructions and training that is required for this purpose.
- Implement a systematic approach to ensure compliance to all health and safety laws, rules, regulations, relevant international standards, and client requirements. Obtain and renew the ISO 45001: 2018 Occupational Safety & Health Management System Certification.
- Proactive identification of hazards and manage risks to people, property As Low As Reasonably Practicable (ALARP). Take corrective actions to effectively control health and safety risks in the workplace.
- Promote a positive Health and Safety culture throughout our organization. Companies are encouraged to educate and provide relevant health and safety training to employees. All employees should also take reasonable care of their own health and safety whilst at work and fully co-operate with the respective Company in all health and safety related initiatives.

- Develop and assess the competency of our employees to ensure we meet Health & Safety objectives, targets and programmes. Provide necessary guidelines and training on principal of health and safety towards continuous improvement in OHS management and performance.
- Ensure the Management and employees are involved and comply with the hierarchy of control in the decision-making process to develop, implement and maintain Health and Safety Management system in order to achieve zero harm culture with individually assigned responsibilities.
- Ensure that contractors, service providers and other third parties entering the DPL Group's sites and facilities are made sufficiently aware of the applicable health and safety practices in place and are equipped to carry out their tasks safely.
- Ensure the 100% complete and accurate reporting of relevant health and safety data to Hayleys Cube – the central database of parent company – Hayleys PLC, on a timely basis following the set reporting requirements of the GRI Standards.

This policy will be reviewed periodically and communicated to relevant and interested parties, facilitating collaboration and raising awareness on sustainable practices.

4. RESPONSIBILITY

The HR and Engineering (OH&S) Departments are responsible in reviewing and implementing this policy. The Managing Director and General Management Committee is accountable in ensuring that this policy is valued and adhered to.

5. EFFECTIVE DATE OF IMPLEMENTATION

This policy is adopted on 05th January 2023. The latest revision of the policy is effective from 01st October 2024.

SUSTAINABLE PROCUREMENT POLICY

1. PURPOSE

Aligning with the “DPL Business Code of Conduct”, we are committed to ensuring that we engage in ethical business while adhering to as applicable with all local, national and international conventions, policies and standards related to promoting sustainable production and consumption ensuring ethical practices in our entire value chain.

As DPL Group, putting our “DPL Pulse: ESG Roadmap 2030” into action, we wish to promote sustainable procurement working with our extensive supply chain.

2. DEFINITIONS

The concept of Sustainable Procurement is defined to align with globally recognized and locally accepted terms which best suit and apply in the context of DPL Group.

Sustainable procurement is the integration of environmental, social and governance (ESG) criteria into an organization’s already existing procurement processes. In other words, a process whereby organizations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organization, but also to society and the economy, whilst minimizing damage to the environment.

Sustainable Procurement encourages companies to obtain the products and services they need while also considering sustainable development, stakeholder expectations and regulatory requirements. Sustainable procurement prioritizes the well-being of everyone within the value chain.

3. SCOPE

DPL Group, consists of Dipped Products PLC (DPL) and its subsidiaries in the Hand Protection Sector. As a responsible organization, we are committed to fostering an organizational culture which upholds principles and best practices of sustainable procurement and seeks to prevent any form of unethical business practices.

Understanding the heightened level of unethical business practices existing in the supply chains locally and globally, being a responsible business organization – DPL Group wishes to address and prevent such issues. The policy is formulated aligning with the United Nations Sustainable Development Goals, Global Reporting Initiative Standards and the Guiding Principles for Businesses by United Nations Global Compact (UNGC).

The Sustainable Procurement Policy wishes to firstly create a climate where employees feel confident that the organization is embedding a culture that practices sustainable procurement. We commit to promote sustainable procurement in the entire value chain for everyone directly or indirectly engaging with DPL Group to abide by the policy with continuous awareness and learning.

DPL Group believes in ensuring an Environmentally responsible and socially ethical sourcing in our procurement and logistics. DPL Group Companies shall:

- Comply with all applicable laws, regulations and appropriate social practices governing our local and global businesses; and
- Promote procurement activities in a way that reduces the environmental impacts while selecting Suppliers and procurement items; and
- Ensure the suppliers chosen are aligning with the DPL Supplier Code of Conduct
- Provide suppliers with equal opportunities for transactions with DPL Group; and
- Promote procurement activities based on mutual understanding and trust.

While aligning with the Sustainable Procurement principles and practices, DPL Group expects the suppliers to secure excellent Product Quality, offer Goods and/or Services at appropriate prices and firm delivery commitment and establishment

- Suppliers are expected to establish a quality assurance system in accordance with the ISO 9000 family of standards. This system should help to improve and maintain the quality of products delivered to DPL Group while complying with the safety standards of the countries and regions in which suppliers operate and furnishing goods and services on a continuous basis satisfying the specifications and quality required by DPL Group
- Suppliers are requested to provide goods and/or services at competitive prices and strive to reduce prices while maintaining quality standards and sustainable procurement policies, on a continuous basis so DPL Group can provide its own customers with products that satisfy them financially.
- Suppliers are requested to keep delivery commitments. They are also requested to establish a system for the stable and flexible supply of goods and/or services enabling them to successfully respond to rapid supply-demand fluctuations.

4. APPLICABILITY

This policy is applicable to all directors and employees of DPL Group which in this policy refers to Dipped Products PLC and its subsidiaries in the Hand Protection sector residing and operating in Sri Lanka and in overseas locations.

The Policy and its implementation shall apply to;

Counterparties in business activities including Suppliers (Businesses and/or Smallholders), Contractors, Dealers, Distributors, Vendors, Service Providers, Business Partners (individually and/or collectively)

- Prospective Counterparties (individually and/or collectively)
- Parent organization or subsidiaries of the Counterparties and/or Prospective Counterparties
- Any person/s, staff, directors, representatives, agents and contractors acting on behalf of the Counterparties or Prospective Counterparties

Counterparties, Prospective Counterparties individually and/or collectively and any person or entity working on behalf of the Counterparties or Prospective Counterparties individually and/or collectively hereafter referred to as “Suppliers”.

It is the responsibility of the Suppliers to ensure that the DPL Sustainable Procurement Policy is accessible in a comprehensible language and understood to its employees, their external representatives and their employees.

It is mandatory for Suppliers to acknowledge the adherence to this policy as a pre-requirement with every new supplier contract or renewal of supplier contract to engage with DPL for business activities. Acceptance of a Purchase Order and/or signing of contract by a supplier commits the Supplier to adherence and conduct as per the standards required to be complied as stated in the Sustainable Procurement Policy and Supplier Code of Conduct.

5. COMMITMENTS

DPL Group and its Suppliers commit to the adherence of values and principles of Sustainable Procurement in the below processes;

Screening and Selection of Suppliers;

While screening and selecting suppliers to carry out transactions continuously, priority shall be given to companies satisfying the following criteria:

- The company complies with laws, regulations and places emphasis on ethical business, environmental and social consciousness.
- The company has sound business operations.
- The company can supply goods and/or services to DPL Group with emphasis on appropriate quality, price and delivery lead-time.
- The company can provide a stable supply of goods and/or services.
- The company must have the flexibility to respond quickly to supply/demand fluctuations.
- The company has a plan for providing a continuous supply of goods and/or services in times of unexpected circumstances that may affect the company and its supply chain.

DPL conducts thorough due diligence prior to onboarding or registering any supplier to our systems, In other words, it is an on-going, proactive and reactive process through which we have put in place systems and processes to make sure we are able to identify, manage and report on risks in our supply chain.

Supplier Registration and Onboarding Process

Suppliers must duly fill in and submit the Vendor Registration Template to be registered in the DPL systems.

Suppliers accepting the Purchase Order from DPL which indicated that the supplier must work in line with the DPL Sustainable Procurement Policy and Supplier Code of Conduct, are required to ensure compliance with the below as applicable to the country of operation and international requirements as feasible;

- 1) Suppliers are required to ensure compliance with ethical business practices and good governance to achieve highest level of transparency and accountability including but not limited to below;
 - **Laws, Regulations and Other Legal Requirements**
 - ✓ Suppliers shall comply with all applicable laws and regulations in all jurisdictions where they conduct business. Where requirements under applicable laws or regulations differ or conflict with this Code, the Supplier shall comply with the highest standard consistent with them.
 - ✓ Suppliers are also expected to ensure it has obtained all necessary regulatory approvals to conduct its business in the relevant jurisdictions. This includes any licenses, permits, approvals, permissions granted by local regulators and federal authorities.
 - **Fraud, Bribery and Anti-Corruption**
 - ✓ DPL expects all Suppliers and companies seeking to sell goods or services to conduct their business in accordance with the highest ethical standards. DPL is committed to conducting business with Zero Tolerance Policy against all forms of fraud, bribery and corruption and expects its Suppliers to do the same.
 - ✓ In this regard, Suppliers shall comply with DPL's Good Governance & Business Ethics Policy which emphasises zero tolerance for fraud, bribery and corruption.
 - ✓ The DPL Group's Good Governance & Business Ethics Policy is applicable to the Board of Directors and all employees and includes guidelines on handling gifts, hospitality and promotional expenses, facilitating payments, political contributions and donations, charitable donations, commission payments to third parties and partner due diligence among others.
 - ✓ In addition, DPL is also a participant of the UN Global Compact thereby pledging its commitment to Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery. Suppliers are encouraged to be part of global bodies and acquire membership of recognized organizations that promote sustainable business operations.
 - ✓ Suppliers shall never offer a bribe (financial or non-financial ex: Sexual bribe) or kickback to DPL employees, their families or nominees, or engage in unethical or unacceptable business practices to obtain or maintain DPL's business.
 - ✓ Suppliers must prohibit illegal gratuities (purchasing schemes and/or sales schemes), economic extortion, conflict of interest, bid rigging, price fixing, within their organizations, employees or when engaging in business with DPL Group.
 - ✓ Suppliers are prohibited to directly or indirectly offer, promise, give, solicit or accept or agree to accept or attempt to obtain anything that might be regarded as a facilitation payment in any form.

- ✓ Suppliers shall never improperly influence a Public/Government Official to seek or retain business advantage for and/or on behalf of DPL and will make committed efforts to transact in a fair and transparent manner.
 - ✓ Suppliers must report to DPL if any DPL employees or business associates requests any such incentive.
 - ✓ During a bid or evaluation process, Suppliers should not entertain nor seek to influence DPL employees involved in the bid or evaluation, or their families, through gifts, payments, favours, services or other benefits that will or could influence any business decision or that creates the appearance of influencing any business decision.
 - ✓ DPL has a strict guidelines on accepting gifts or initiations, whereby all its stakeholders as well as their family members, who are acting for, and on behalf of DPL, directly or indirectly, are prohibited from giving or accepting gifts to avoid conflict of interest (actual or perceived) as a gift can be seen as a bribe that may negatively impact DPL's reputation or be in violation of the DPL Group's Good Governance & Business Ethics Policy as well as national laws and regulations.
 - ✓ Gifts in the form of cash or cash equivalent is prohibited. Any gifts offered, given or received (in exceptional circumstances) shall comply with the law, DPL Group's Good Governance & Business Ethics Policy, and other relevant policies and procedures.
 - ✓ If any gifts are offered, given and received to/from Suppliers, DPL employees are required to declare and/or get prior approval from the respective General Management Committee Member and if required the Managing Director.
 - ✓ Gifts should not be offered or given to DPL employees or their relatives and families, if it could reasonably give the appearance of influencing the business relationship with DPL or any business decision arising out of the business relationship. For the avoidance of doubt, gift is defined to include all forms of entertainment, travel and hospitalities, donations and sponsorships.
- **Conflict of Interest**
 - ✓ Supplier must report to DPL's Group Chief Financial Officer or Managing Director in writing if any director or employee of DPL and/or relatives of director or employee of DPL are employees, partners, directors, or shareholders (other than publicly traded securities) of the Supplier.
 - ✓ Relatives of a DPL director or employee comprise of the director's or employee's spouse, parents, children, brothers or sisters, or spouse of child, brother and sister. It is DPL's policy that a director or employee declare any interests that they or their relatives, directly or indirectly, have in a bid or a Supplier.
 - **Anti-Competitive Practices**
 - ✓ Suppliers shall comply with competition legislation and regulations where applicable and not engage in anti-competitive conduct such as but not limited to collusive behaviour, tying or linking arrangements, misuse of market power and refusal to supply.
 - ✓ DPL expect its Suppliers to adhere to all anti-trust laws and regulations to ensure a free and open marketplace. Suppliers must not propose, or enter into, any agreements with a competitor to fix or stabilize pricing, allocate customers, territories, products or markets, rig bids or collude on bid quotes, or boycott a competitor or customers.

- **Associations with Public or Government Officials and Politically Exposed Persons (PEP)**
 - ✓ DPL strives to build transparent and fair relationships with Public or Government Officials (including regulators) and PEP. PEP is defined as a person entrusted with a local or foreign country's public or governmental function. DPL suppliers, employees and/or their representatives shall comply with the DPL Group's Good Governance & Business Ethics Policy and all applicable laws and regulations in all dealings or interactions with Public or Government Officials (including regulators) and PEP.
 - ✓ DPL expects the conduct of Suppliers who perform tasks and work for DPL to be in line with the required approvals from DPL. Any misrepresentation, illegal or unethical conduct shall be regarded as breach of this policy and Supplier code of conduct.
- **Anti-Money Laundering**
 - ✓ DPL strictly prohibits money laundering and terrorism funding in any form or manner.
 - ✓ DPL as part of our larger efforts to encourage our suppliers to respect human rights, not contribute to conflict and to promote responsible supply chains of raw materials from Conflict-Affected and High- Risk Areas, we encourage our suppliers to ensure due diligence of their procurement process/suppliers.
 - ✓ DPL views breaches or non-compliance with laws or regulations, DPL policies or contractual terms, including those pertaining to money laundering and terrorism funding, seriously, and may lead to sanctions and actions being invoked against the Supplier.
 - ✓ Supplier shall promptly notify DPL in the event of any anticipated, suspected or actual breach or non-compliance with laws or regulations, DPL policies or contractual terms in relation to money laundering or terrorism financing.
- **Cyber Security and Data Protection**
 - ✓ All DPL's corporate, customer, business partner and employee personal information, may it be in physical or digital form, are strictly private and confidential. Confidentiality is critical to protecting the integrity of our information assets, competitive advantage and regulatory compliance.
 - ✓ Where relevant, DPL expects Suppliers to:
 - process the data in accordance with DPL's instructions, and its contractual obligations according to the local data protection laws and regulations;
 - implement appropriate governance, physical, technical and organizational measures to ensure a level of security in line with the risk that the processing represents;
 - conduct the engagement with integrity and maintain within the cost and time boundaries;
 - be vigilant on risks and work within the limits of authority of the engagement without exposing DPL to undue risks; and
 - ensure that its employees and subcontractors receive appropriate training and have committed themselves to an obligation of data privacy and cyber security.
 - ensure any assets and systems they have been granted access to are protected from abuse and malware and to ensure and maintain a high level of confidentiality, integrity and availability.
 - ensure provided access to DPL systems is maintained at the lowest privilege level for authorized users only and promptly removed when no longer applicable

- promptly notify DPL of all weaknesses in cybersecurity discovered.
- shall not by action or inaction allow the systems and applications in DPL to be made vulnerable or exposed to threat.
- comply with all applicable policies and standards while working on site at DPL premises. DPL views breaches or non-compliance with laws or regulations, DPL's policies or contractual terms, including those pertaining to data privacy and data security, seriously, and may lead to sanctions and actions being invoked against the Supplier.
- shall promptly notify DPL, in the event of any anticipated, suspected or actual breach or non-compliance with laws or regulations, DPL policies or contractual terms in relation to data privacy or data security and cyber threat to, security breach of, or loss or corruption of, DPL's data and information.
- **Transparency of Business Practices**
 - ✓ DPL encourages highest level of transparency and access to information and is expecting the suppliers also follows such good governance principles in general daily business operations if there is a need be or in special circumstances as below;
 - ✓ In the event of unforeseen circumstances or shortages that may impact the timely delivery of goods or services, suppliers are required to promptly notify DPL Group of any changes to their sourcing practices, including but not limited to:
 - ✓ Substitution of materials or components: If alternative materials or components are used due to shortages, suppliers must provide full disclosure of the substitutions, ensuring they meet or exceed DPL Group's quality and sustainability standards.
 - ✓ Alternative sourcing: If suppliers are sourcing goods or services from alternative suppliers to fulfill their obligations to DPL Group, they must inform DPL Group of the new source and provide assurance that the alternative supplier adheres to DPL Sustainable Procurement Policy and Supplier Code of Conduct.
 - ✓ In all such instances of disruptions or alternative sourcing, suppliers are expected to uphold all quality, ethical, environmental, and social responsibility standards outlined in the DPL Sustainable Procurement Policy and the DPL Group's Supplier Code of Conduct.
- 2) Suppliers are encouraged to engage vigorously in activities to create environmentally sustainable business practices. This is based upon the conviction that humankind has a fundamental responsibility to bequeath the irreplaceable global environment in a flourishing condition to succeeding generations.
- **Environmental Compliance**
 - ✓ Suppliers shall operate in a way that protects the environment. At a minimum, Suppliers shall comply with all applicable environmental laws, regulations and standards. Such standards include chemical and waste management and disposal, recycling, industrial wastewater treatment and discharge, air emissions controls, environmental permits and environmental reporting.
 - ✓ Suppliers will ensure measures are taken to conserve air, water, land and biodiversity. Suppliers shall also comply with any additional environmental requirements specific to the products or services being provided to DPL as called for in design and product specifications, and contract documents.

- ✓ Suppliers shall report on their Scope 1, Scope 2 and Scope 3 energy usage, emissions and savings to DPL as and when requested for data reporting and will work towards reducing carbon footprint.
 - ✓ Suppliers are encouraged to continuously work on researching, innovating and developing ways of engaging in environmentally sustainable production including but not limited to renewable and eco-friendly raw material and reducing carbon footprint in logistics.
 - ✓ Suppliers should strive to implement management systems to meet these requirements and provide accurate information should DPL requests for data related to environmental screenings. Suppliers are encouraged to adopt ISO 14001-based environmental management systems or equivalent system.
 - ✓ Suppliers are encouraged to utilize Green Procurement, which provides for the procurement of materials that have the smallest negative impact on the environment.
 - ✓ Suppliers are encouraged and required to reduce or eliminate use of potentially hazardous substances.
 - ✓ Suppliers are encouraged to promote environmental protection activities, such as, the establishment of positive environmental policies, the improvement of systems that affect the environment and to provide training opportunities in the area.
- **Climate Change and Risk Mitigation**
- ✓ Suppliers must comply with international and national policies, laws and regulations to address climate change and measures to prevent climate crisis through sustainable consumption and production.
 - ✓ Deforestation is a critical aspect for DPL and must be avoided at all costs. DPL will ensure to conduct strict due diligence in this regard for suppliers and it will impact the potential or existing business relationship.
 - ✓ Suppliers are required to conduct studies required for qualitative and quantitative impacts of the Climate related Risks and Opportunities, and keep DPL informed with adequate information to be prepared for any anticipated risks or negative impacts given it will impact the overall value chain.
 - ✓ Suppliers must take risk mitigation efforts to address situations including weather changes, natural disasters and epidemics which may cause loss, damage or delays to the entire value chain.
 - ✓ DPL is an organization that champions environmental sustainability, therefore any best practices of the Supplier will be appreciated and recognized as a way of learning and highly encourage the sharing of such success stories in Sustainability. Suppliers must comply with all applicable environmental laws and regulations, including those related to waste management, emissions, and pollution control.
 - ✓ Suppliers must actively work to minimize their environmental impact and carbon footprint. This includes implementing sustainable production practices, reducing waste, and promoting energy efficiency.
 - ✓ Suppliers are encouraged to innovate and develop environmentally friendly products and services.

3) Suppliers are encouraged in every sort of business activity, to promote social sustainability with strict adherence to promote the following practices;

- **Protection of Human Rights**

- ✓ DPL expects its Suppliers to comply with Universal Declaration of Human Rights adopted by the United Nations General Assembly and national laws and regulations in the country of its operations to safeguard and promote the human rights of all its employees and related stakeholders.
- ✓ DPL's due diligence will check the actions taken by Suppliers to both identify and act upon actual and potential human rights risks for workers in its operations, supply chains and the services it uses.
- ✓ Suppliers must abide by the national labour laws and regulations, while adhering to labour rights and principles established by the International Labour Organization (ILO) in the Declaration on Fundamental Principles and Rights at work.

- **Prevent Forced or Involuntary Labour**

- ✓ Suppliers shall not use force for compulsory or involuntary labour of any type (e.g., forced, bonded, indentured or involuntary prison labour).
- ✓ Suppliers must ensure that the employment is voluntary of all employees and workers.

- **Prevent Child Labour**

- ✓ Suppliers shall not use child labour abiding by the International Convention on Child Rights and national laws and regulations of the supplier operations. The term "child" refers to any person under the age of 14 (or such other age where the law of the country dictates), or under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is lowest.
- ✓ The use of legitimate internship or apprenticeship programs, which comply with all international and national laws and regulations, is supported.

- **Prevent Human Trafficking and Modern-Day Slavery**

- ✓ Supplier is responsible for ensuring that no individual is tricked, coerced, forced or exploited for personal or commercial gain in the workplace by the organization or their employees. This includes but is not limited to human trafficking, forced labour and debt bondage.
- ✓ Suppliers must ensure that no unlawful act of transporting or coercing people in order to benefit from their work or service is done, typically in the form of forced labour and there are no victims of modern-day slavery facing violence or threats, forced into inescapable debt, or have their passport taken away and facing threats of deportation.
- ✓ Suppliers are required to prevent race or caste or descent-based slavery (a very old form of slavery and considered a tradition existing to have generations of people born into slavery), where people are treated as property, and their "slave" status has been passed down.
- ✓ DPL's robust due diligence process strives to prevent slavery or trafficking that exist in every stage of the supply chain, from harvesting or extracting raw materials to manufacturing and shipping. Therefore, suppliers must follow and adhere to international and national policies, laws and regulations to address and prevent any form of modern-day slavery and human trafficking.

- **Maintain Standard Wages, Benefits and Working Hours**

- ✓ Compensation paid to workers shall comply with all applicable wage laws and regulations, including those relating to minimum wages, overtime hours and legally mandated benefits. The basis on which each worker is being paid is to be provided with documentation for each such worker in a timely manner.
- ✓ DPL expects its Suppliers to comply with industry norms and applicable local laws and regulations on working hour requirements as stipulated in the applicable country's governing labour laws and regulations. Suppliers shall ensure that all overtime work is voluntary and compensated at the prevailing overtime rates. Employees should be allowed at least one day off per seven-day week.

- **Ensure Occupational Health and Safety**

- ✓ Suppliers shall provide their employees with a safe and healthy workplace in compliance with all applicable laws and regulations.
- ✓ Consistent with these obligations, Suppliers shall have trainings, certifications and implement effective programmes that include effective safety programmes to educate and remind their employees/workers on the fundamentals of health and safety. Covering areas such as: human safety, emergency preparedness, chemical, physical and biological agent exposure, ergonomics, and incident reporting and investigation.
- ✓ Suppliers shall make available safety information on identified workplace risks and their employees are correspondingly trained to ensure they are adequately protected. Suppliers will identify and assess likely and potential emergency situations in the workplace and minimize their impact by implementing emergency plans and response procedures.
- ✓ Suppliers shall provide as appropriate any other non-occupational health benefits and insurance coverage to their employees in line with national policies, labour laws and standards of the country of operation.
- ✓ In addition to the physical safety of employees, DPL provides access to mental health services such as awareness on work-life balance, counselling, stress management sessions and awareness on suicide prevention, and flexible work arrangements on case-by-case basis as per employees' requests approved by Managing Director. Suppliers are encouraged to follow such practices as feasible and applicable.

- **Promote Diversity, Equity, Inclusion & Non-Discrimination**

- ✓ Suppliers shall treat all employees with respect and shall not use corporal punishment, threats of violence or other forms of physical coercion or harassment.
- ✓ Suppliers shall not discriminate in their hiring and employment practices. Forms of discrimination may include race, religion, age, nationality, social or ethnic origin, sexual orientation, gender, gender identity or expression, marital status, pregnancy, political affiliation, or disability.
- ✓ Diversity within the workplace, equitable access to opportunities and meaningful inclusion at all levels must be recognized and supported.

- **Prevent Sexual Harassment and Gender Based Violence**
 - ✓ Supplier shall ensure the workplace is free from sexual harassment and gender-based violence with special attention paid to grievance raised by female employees.
 - ✓ Suppliers are encouraged to adopt and follow best practices in preventing sexual harassment and gender-based violence in the workplace through training and awareness provided to all employees and monitoring the safety in the workplace for all employees.
 - ✓ DPL is an organization that has zero tolerance on any form of sexual harassment and gender-based violence and expects our Suppliers to maintain same standards to prevent such violations of human rights.
- **Ensure Freedom of Association and Collective Bargaining**
 - ✓ Suppliers shall recognize their employees' rights to join or refuse to join labour unions or associations and to bargain collectively as permitted by law.
 - ✓ Suppliers have the right to establish favourable employment conditions and to maintain open communication and direct engagement between workers and management as a means to resolve workplace and compensation issues and promoting positive employee relations that make employees view third-party representation as unnecessary.

Supplier Evaluation & Audit Process

- DPL Group has both business and individuals considered as suppliers to source raw material, so the supplier evaluations and audits will be done to both business organizations and individual raw material providers (small holders/farmers). To match the requirements based on the capacities of both parties the below documents will be used;
 - Businesses - DPL Supplier Evaluation Questionnaire is provided to businesses and Supplier Audit Checklist used for in-person audits.
 - Individuals/Small-holder Farmers - DPL Farmer Evaluation Form used with individual farmer community (small holder farmers)
- DPL Group will ensure supplier evaluations are conducted promptly to check each supplier's status and progress made in meeting the requirements. The Supplier Evaluation Questionnaire will be used.
- DPL Group will conduct supplier audits in line with the Supplier Meetings arranged by local and international suppliers. The Supplier Audit Checklist will be used.
- DPL Group will be recording the information and details as provided by the Supplier on the basis that the provided data are accurate to the best of the suppliers understanding therefore DPL Group isn't responsible for any errors in the information gathered.
- DPL Group will provide comprehensive feedback on areas of improvement to the Supplier post the supplier evaluation and audit processes.
- DPL Group will provide capacity building to suppliers that require improvements and alignment to international standards and frameworks.

Supplier Recognition & Collaborations

- DPL Group will recognize the efforts of Supply Chain partners who excel in maintaining high standards of sustainable procurement.
- DPL Group wishes to collaborate with supply chain partners to collectively work on areas of innovation, improvement and increasing sustainable consumption and production within the value chain.
- DPL Group stays committed to understand challenges faced by communities we operate in and invest resources to support and drive projects especially targeting vulnerable, marginalized, underrepresented and under-privileged communities aligning with the organization's values and principles to achieve sustainable procurement and ensuring positive impact is made through monitoring and evaluating the progress continuously.
- DPL Group will consult and collaborate with external multi-stakeholders with subject matter expertise such as Governmental Authorities, Inter-governmental Agencies, Private Sector, Philanthropies, Academia, Civil Society and local community groups to work on advancing the organization's efforts on promoting of sustainable procurement.

6. RESPONSIBILITY & COMMUNICATION

The Responsibility of formulating and reviewing the policy and developing action plan to implement the policy lies with the Head of DPL Group's Procurement Department along with continued monitoring of progress of actions and providing regular updates to General Management Committee of achievements and gaps in meeting the set targets and actions.

The required communication and training related to the Sustainable Procurement Policy will be delivered by Procurement Department with clear guidelines and procedures on reporting mechanisms available for any violation of policy or cases or grievances to be communicated in line with the DPL Group's Whistleblower and Grievance Handling Policy.

The Procurement Department holds the responsibility to communicate the Sustainable Procurement Policy to all its suppliers – businesses and individuals as feasible and applicable.

Suppliers are required to provide information and data related to Key Performance Indicators (KPIs) shared by DPL Group in relation to the above listed commitment areas and failure to do so will be recorded as non-compliance to this policy and supplier code of Conduct.

7. GOVERNANCE & COMPLIANCE

All employees are required to read the policy and with full understanding, comply to the policy by adhering and upholding the values and principles of Sustainable Procurement Policy and refraining from any form of action or speech that might lead to or suggest a breach of this Policy.

In the case of where any employee of DPL, violates, breaches or behaves in conflict with this Policy, such individual or group of individuals may face disciplinary action which may result in termination in line with the DPL Group's Disciplinary Policy.

Suppliers are required to maintain accurate and up-to-date documentation to demonstrate compliance with the DPL Sustainable Procurement Policy and the DPL Supplier Code of Conduct. Provide DPL Group representatives with access to relevant records and documentation upon request.

Suppliers must cooperate with DPL Group representatives to provide information during interviews with employees and management and during announced site visits. Suppliers must respond promptly and thoroughly to any inquiries from DPL Group about their compliance with the DPL Sustainable Procurement Policy and the Supplier Code of Conduct.

A breach of the Sustainable Procurement Policy and Supplier Code of Conduct may result in actions being invoked against that Supplier, in addition to any contractual or legal remedies. The actions applied will depend on the nature and seriousness of the breach and on the degree of commitment shown by the Supplier in breach to its obligations under the Code. The range of actions available to be imposed on the Supplier includes but is not restricted to the following:

- Formal warnings -that the continued non-compliance will lead to more severe actions;
- Disclosure of nature of breach to all DPL subsidiaries and associate companies; or
- Immediate termination of contract, without recourse.

The DPL Group's Managing Director and General Management Committee is accountable in ensuring the adherence to the policy, allocating resources, prioritizing actions and reviewing the progress and recommend improvements to accelerate progress as required.

All other stakeholders directly or indirectly engaging with DPL Group are encouraged to adhere and uphold the values and principles as referred and required.

8. EFFECTIVE DATE OF IMPLEMENTATION

This policy is adopted on 20th June 2024. The latest revision of the policy is effective from 01st October 2024.

CUSTOMER MANAGEMENT POLICY

1. PURPOSE

Dipped Products PLC (DPL) and its subsidiaries here in after referred to as DPL Group caters to a global network of B2B customers and distributors through whom our products reach the end-consumers. We aspire to be the most preferred and trusted choice of our customers across all our markets and are committed to achieving this goal through a unique value proposition which exceeds the expectations of our customers.

This policy serves as the minimum standard on customer relationship management that all DPL Group companies should adopt and a formal promise to our customers representing our commitment to fulfilling their needs; in addition to this, companies are encouraged to adopt industry-specific best practices to build and sustained competitive edge.

DPL Pulse: ESG Roadmap 2030 sets out the ESG strategies to manage customer relationships with specific targets and Key Performance Indicators monitoring the progress annually.

2. SCOPE

This policy is applicable for all business entities and relevant service providers of DPL Group.

3. COMMITMENT

We aspire to delight our customers through superior product quality and excellent service which meets or exceeds their needs and expectations.

In achieving this goal, we are committed to,

- Nurturing customer relationships that are based on trust and mutual respect through developing long- term partnerships. We seek to build customer relationships centering on value propositions underpinned by innovation, responsible production/marketing, customer service and satisfaction.
- Maintaining 100% compliance to relevant laws and regulations relating to customers, including health and safety aspects of products/services, marketing and product labelling among others.
- Ensuring that customers receive all relevant information about our products/services and fully understand the terms and conditions relating to each product/service they obtained from the DPL Group.
- We obtain recognised health and safety certifications, thereby providing assurance to customers on the safety of using our products.
- We comply with all relevant ESG requirements set out by customers and implement a mechanism to ensure continued compliance with the same.
- We carry out customer satisfaction surveys at least on an annual basis, thereby obtaining feedback on critical aspects including product quality, service, ease of transactions and reliability among others.

- We implement a quick and effective mechanism for customers to present their grievances and disputes. A systematic and clear process should be implemented to address and resolve such complaints within a reasonable period of time.
- In addition to our Customer Feedback Management System, customers and other external parties can also direct their inquiries, complaints, suggestions and other feedback to the following:
Marketing & Sales Division
marketing@dplgroup.com
+94 11 268 3964
- Ensuring the 100% complete and accurate reporting of relevant customer related data to DPL Group Sustainability on a timely basis following the set reporting requirements of the GRI Standards of the Annual Report and the respective Marketing leads must enter the data related to the centralized data base of parent company - Hayleys' Cube.

4. RESPONSIBILITY

The Director – Marketing is responsible in reviewing and implementing this policy. The Managing Director and General Management Committee will be responsible in ensuring that this policy is valued and adhered to by all employees.

5. EFFECTIVE DATE OF IMPLEMENTATION

This policy will be in effect from 01st October 2024.

COMMUNITY ENGAGEMENT POLICY

1. PURPOSE

Dipped Products PLC (DPL) and its subsidiaries, here in after referred to as DPL Group recognises that its ‘social license to operate’ is an important prerequisite in ensuring the continuity of its businesses and managing environmental and social risks. It ensures legitimacy of the business from a community perspective, provides assurance to shareholders that social risks are identified and managed and preserves the company’s reputation in times of crisis. For DPL Group, the deep-rooted relationships it has nurtured with communities through its extensive reach, also allows it to drive meaningful change in these communities, supporting socio-economic progress and sustainable development.

“DPL Pulse”: ESG Roadmap 2030 - DPL Group’s ESG strategies relating to community engagement and development, our targets and annual key performance indicators are set and drives our actions to ensure we meet all national and international standards and requirements.

2. SCOPE

This policy is applicable for all business entities and relevant service providers of DPL Group.

3. COMMITMENT

We seek to nurture ethical, transparent, and mutually beneficial relationships with the communities in which we operate.

This is to be achieved through the following:

- Develop and execute a community relations strategy which reflects its’ social goals and the expectations of its’ communities.
- Implement credible and effective community grievance mechanisms which enable complaints and concerns to be identified and addressed in a timely manner. Community stakeholders should be made aware of the grievance process through suitable signposting, the corporate website, and other channels of community dialogue.
- Show sensitivity to the culture, traditions, customs and social norms of each country and region in which we operate.
- Should actively engage in strategic community development initiatives broadly focusing on the key areas of education, health and well-being, employment, livelihood development, religion, and culture. Initiatives should be formulated and driven based on identified community needs.
- Adequate financial, and human resources should be allocated and invested for project execution. Certain significant projects may also be driven by the parent company – Hayleys PLC’s Sustainability Unit.
- The progress of all projects should be monitored periodically, through impact assessments, audits, feedback from beneficiaries and independent third parties (where necessary) to ensure that program objectives are met.

- Encourage and reward employee volunteerism, and other contributions thereby recognising employee involvement and support in community development.
- DPL Group companies are encouraged to build partnerships with regional community groups, NGOs, and local governments.
- Ensuring the 100% complete and accurate reporting of community project related information to parent company – Hayleys PLC on a timely basis following the set reporting requirements of the GRI Standards.

4. RESPONSIBILITY

The Human Resource Department is responsible in reviewing and implementing this policy. The Managing Director and General Management Committee is accountable in ensuring that this policy is valued and adhered to.

5. EFFECTIVE DATE OF IMPLEMENTATION

This policy is effective from 01st October 2024.