



Supplier Code of Conduct



September 2024

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Message from the President & CEO

The Quadra Group (referred to herein as Quadra) is committed to working with suppliers who are leaders in their industries and demonstrate a strong commitment to sustainable business practices. Our goal is to connect our strength in distribution with our suppliers' diverse competencies to develop a robust and sustainable supply chain. We have developed this Supplier Code of Conduct (the Code) to ensure mutual alignment.

As a member of the United Nations Global Compact (UNGC), Quadra has committed to operating our business lawfully, ethically and with a focus towards strong social and environmental practices. We expect our suppliers to support, embrace and be accountable to the 10 Principles outlined in the UNGC.

This Code reflects Quadra's values and establishes specific obligations for Suppliers to uphold the highest standards of compliance. This Code applies to our suppliers, contractors, sub-contractors and other business partners. We expect our suppliers to have read, understood and conformed to the following expectations set forth.

Building strong and long-term relationships with our suppliers, allows Quadra to achieve our supply chain ambitions. We can not deliver our ambitions without your support and look forward to working with you.



Anne-Marie Infilise

CEO & President

“Building strong and long-term relationships with our suppliers based upon the UNGC Principles...”

Our Supplier Expectations

Compliance with Laws & Regulations

Quadra expects its suppliers to ensure compliance with all federal, provincial/ state and local laws or in the jurisdictions in which they operate. Suppliers must obtain all applicable permits, operate within permit obligations, and adopt industry standards or best practices related to the sourcing of goods.

Business Integrity

Quadra expects its suppliers to maintain ethical and fair business practices when engaging in supplier and customer relationships.

- **Anti-Corruption:** Suppliers must not engage in any corrupt practices including but not limited to: bribery, kickbacks, extortion, embezzlement, or any other non-ethical practices. Suppliers must comply with all anti-corruption laws in their operating jurisdiction.
- **Gifting & Fair Competition:** Suppliers must operate in fair competition and shall not engage in price fixing, price discrimination, bribery, or gifting for personal or corporate benefit. Gifting to gain improper advantage or preferential treatment with the intent to influence business activities is prohibited.
- **Conflict of Interest:** Suppliers must take all necessary and reasonable measures to avoid conflicts of interest (actual or potential). Should any such conflicts of interest arise, you shall immediately notify your Quadra contact or disclose via Quadra's Anonymous Speak up line. The speak up line is managed by: The Tandem Team which can be contacted:
 - via email at ethics@thetandemteam.com (company code #1008952),
 - via online form submission: <https://www.thetandemteam.com/speak-up-line.html> or
 - via telephone at 1-844-487-4729
- **Accurate Information Disclosure:** Suppliers must ensure that all publicly available information disclosed regarding your business activities, company structure, financial situation and employee health & safety is accurate.

Suppliers are obligated to promptly report quality issues, quality concerns or quality non-conformities on products or services that were supplied in error.

- **Data Privacy & Security:** Suppliers must respect all intellectual property rights such as Quadra's name, logo trademarks and any other confidential data information regarding Quadra or its subsidiaries against unauthorized use, modification, or damage. Any confidential information about Quadra or Quadra's customers, partners, employees, or third-party contractors must not be shared without prior written consent by Quadra commercial or Executive team.



“..maintain ethical
and fair business
practices...”

Respecting Human Rights & Labour Standards

Quadra expects our Suppliers to conduct their activities in a manner that respects human rights and promotes the development of a safe, inclusive, and diverse workforce.

- **Non-Discrimination:** Suppliers must promote an inclusive workplace free from any form of harassment or discrimination due to race, colour, age, gender, religion, disability, sexual orientation, job title, position, or any other characteristic.
- **Labour Standards & Sources:** Suppliers must comply with all applicable labour and employment laws and ensure employees can legally work in their respective country (including any foreign worker, temporary foreign workers and exchange students) for the jurisdiction in which they operate. This includes no form of child labour, forced labour, human trafficking, or modern slavery.
- **Employment Practices:** Suppliers must ensure that each employee has the freedom of association and the rights to collective bargaining. Suppliers must provide employees with wages and benefits that meet the minimum required amount by applicable laws & regulation. In countries where no minimum wage law applies, employees must be paid at a rate comparable to the prevailing industry average. Supplier is expected to pay personnel in legal tender, on a regular basis, and in a timely manner.
- **Sanctioned Countries:** Suppliers must not conduct business (direct or indirect) with countries identified on the sanctioned countries lists issued by Canada, the United States or the European Union. These lists include countries subject to trade embargos, economic sanctions or other restrictive measures.

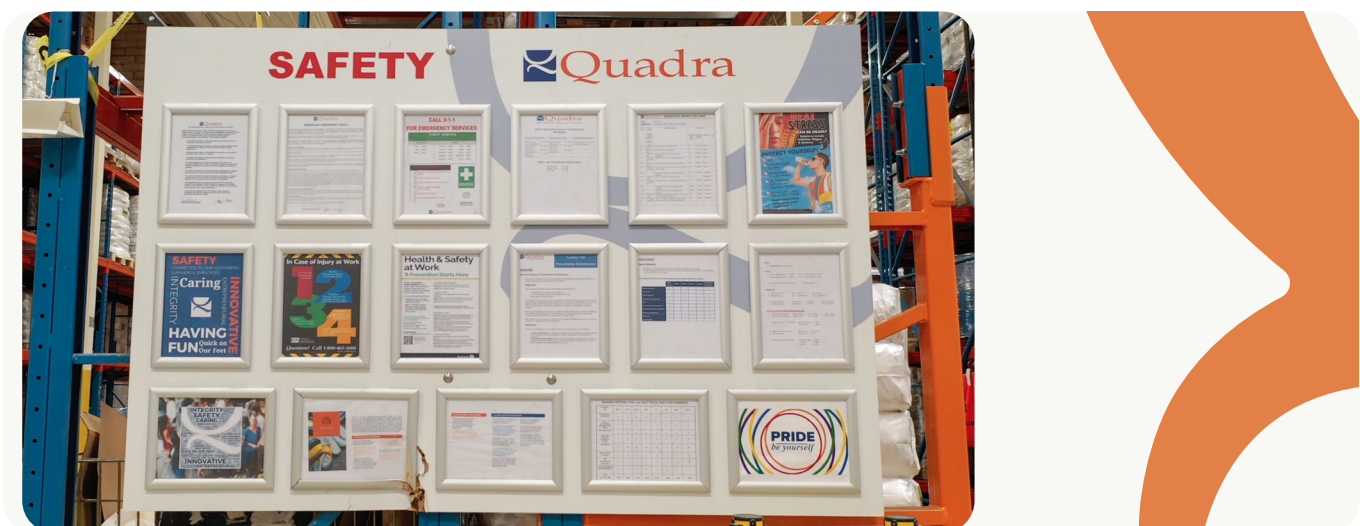


“..promotes the development of a safe, inclusive, and diverse workforce...”

Workplace Health & Safety

Quadra's expects its supply chain to provide safe and healthy working conditions for all their employees, contractors and subcontractors. This is a critical priority for our business, and we expect suppliers to have programs in place ensuring no physical or mental harm in the workplace.

- Suppliers must demonstrate compliance with all applicable Health and safety regulations in the jurisdictions in which they operate.
- Suppliers must ensure all employees, subcontractors and site visitors have access to required PPE when entering or working in operational facilities.
- Suppliers must provide access to clean drinking water, restrooms, sanitary food preparation, storage and eating facilities.
- All suppliers must provide certified training to ensure employees are prepared to perform job duties, safe machine operation and safe transport and handling of hazardous chemicals.
- Suppliers must have a management system in place to report and track any work-related near misses, injuries, or accidents, or environmental incidents.
- Suppliers must ensure that all product SDS documentation and information data on products purchased by Quadra are updated and accurate.
- Suppliers must use humane procedures and sound practices designed to prevent the mistreatment of animals.



Environmental Stewardship

Quadra continually strives for excellence in environment performance in distribution and expects suppliers to minimize the impact of their operations on the environment.

- Suppliers must comply with environmental laws and regulations, including those related to water, waste and emissions management.
- Suppliers must prevent pollution and spills within their operations, including appropriate management of wastes.
- Suppliers must use industry best practices to responsibly protect, manage and reduce impact on natural resources.
- Suppliers should be evaluating the impact of their operations and looking for appropriate measures to reduce their impact.





“...continually strives
for excellence
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Code of Conduct Acknowledgment

Please select one of the following statements:

We have received the Quadra Supplier Code of Conduct and affirm that we commit to compliance with the Code and the principles stated within. We affirm that we will follow all applicable laws, treat people with dignity and respect, avoid conflicts of interest, protect the environment, provide safe and healthy working conditions, and protect Quadra.

We are in compliance with the Quadra Supplier Code of Conduct by virtue of the existence of our own Code of Conduct, which includes standards that are consistent with Quadra's Supplier Code of Conduct and the principles stated within. (Please attach an electronic copy to this response form)

We have concerns about our ability to comply with the Quadra Supplier Code of Conduct. (Please identify which areas you have concerns with and provide detail about those concerns)

Additional Comments: _____

We do not comply with the expectations included in the Quadra Supplier Code of Conduct and have no plans to do so.

Supplier Authorization:

Company: _____

Name: _____

Title: _____

Signature: _____

Date: _____

Frequently Asked Questions

1. How does Quadra monitor and enforce the Supplier Code?

Suppliers are responsible for establishing a management system that supports the content of this code and monitors/records regulatory compliance. Additionally, Quadra may request documents to ensure compliance to the Code or will notify suppliers in writing of Quadra's request for audit.

2. What happens if a supplier fails to comply with Quadra's Code of Conduct, or my company Code of Conduct does not meet Quadra's expectations?

If a supplier fails to meet the standards set forth in the Code, the supplier will be informed of the area(s) requiring improvement. The supplier will be required to submit a corrective action plan to Quadra. The corrective action plan will detail the actions to suitably address deficiencies and the proposed timeline for implementation. If the issue is not resolved, Quadra reserves the right to review the terms of the business relationship.

3. I'm currently a supplier to Quadra. Does this code affect my contract?

Suppliers with existing contracts will not have to renegotiate their contracts with Quadra; however, for new Suppliers or upon contract renewal, the Code will be incorporated into the Terms and Conditions of the contract.

4. When does Quadra's Supplier Code become effective?

This Supplier Code of Conduct is effective immediately and we expect all suppliers to ensure and maintain compliance to the Code at all times. Quadra reserves the right to update its Code at any time and may periodically request Suppliers to review and sign off on the document in the future.

5. When the Supplier Code of Conduct doesn't have the answer or I have additional questions?

Should you have additional questions about this Supplier Code of Conduct please contact your Quadra commercial contact.





Specialized. Effective. Trusted.

Canada's market leader of
chemical and ingredient distribution.

Contact Us

If you have any inquiries regarding this Supplier Code of Conduct please contact your Quadra commercial contact.

Quadra

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