

Global Supplier and Vendor Handbook

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Introduction

Since 1979 we have been on a simple mission – to partner with our stakeholders and make **great quality products accessible to all**.

Over time we have grown into an international company in the **baby, feminine** and **adult care** categories, trusted by people of all generations, to **make their everyday lives easier, across generations**.

Today, we are guided by the same belief we started with – the more we care about what we do, the more successful we can become. It's our approach to life and business that allows us to bring our passion for sustainable innovation to the fore.

We always aim to make it fast, affordable, sustainable and smart, to ultimately create innovation for everyone.

It also inspires us to be here for the better. We constantly improve what we do and work with our partners to create a better future for their business, their customers and the wider world.

Ultimately, we commit to delivering the very best value and quality for all our customers and will continue to make that happen or generations to come.

Ontex. Here for you.

A woman wearing a blue Ontex uniform, a white hairnet, and glasses is looking down at a document in a factory setting. The background shows industrial equipment and bright lights. A teal semi-transparent box is overlaid on the left side of the image, containing the title and text.

Purpose of the Handbook

At Ontex we value the relationships we build with our suppliers and vendors as essential partners in achieving mutual success. To enhance the transparency and efficiency of our collaboration and ensure that we work respecting the same values, we have developed the Ontex Global Supplier and Vendor Handbook.

This handbook serves as a guideline and provides an overview of our general requirements in terms of product safety, supplier quality, and sustainability.

The ultimate goal is to ensure a reliable supply of high-quality products and sustainable practices.



Scope

> In SCOPE

All suppliers and vendors offering us materials which can end up in the hands of our consumers are in scope of this handbook (raw materials and packaging, traded and outsourced goods suppliers, ...) and are defined as “direct spend”.

Product and services offered to Ontex to ensure activity continuity but not present in the end product sold by Ontex are in the scope too and are mentioned as “indirect spend”.

> Out of SCOPE

Commercial requirements related to price, volume or negotiations are not part of the scope of this document either.

Terms and definitions

Vendor	Companies that supply parts, materials, or services to Ontex.
Supplier	A vendor manufacturing site. Each vendor manufacturing site is considered as a different supplier with different supplier allocation in Ontex data systems.
Trader	A person or company whose business is buying and selling or bartering.
Outsourced production	Manufacturers producing from materials delivered by or under the authorization of Ontex.
Co-packer / Co-manufacturer	A company that manufactures and/or packages products for Ontex which will be marketed and distributed by Ontex, as though the products were manufactured directly by Ontex.
Traded & Outsourced goods	Finished products sold by Ontex but produced by external partners.
Direct spend vendor	Manufactures and assembles raw materials needed for a product that is directly shipped to a customer (for example, super absorber polymer (SAP), fluff, non-woven, PE film, tapes, packaging...).
Indirect spend vendor	Provides services or any goods that are not shipped to an end customer (for example, transportation, warehousing, utilities, MRO parts, office supplies, lab services...).



Our Requirements

The following section describes our requirements for supplier quality standards, code of conduct, environmental impact, ethical and sustainable sourcing, compliance with relevant regulations and certifications, but also invoice requirements and terms and conditions.

Depending on the item purchased and related risks, we may divert **from the general requirements** listed in this document.



Direct Spend

Indirect Spend

1

Quality Standard Requirements

As an extension to our own operations, we rely on our suppliers to provide materials, products and services which meet all the requirements as stated in our specifications and our supplier quality manual.

The purpose of the [Ontex Supplier Quality Expectations Manual](#) is to inform Ontex suppliers of the core expectations we have regarding the supplier's quality management systems (QMS), product safety risk assessment, good manufacturing practices (GMPs relating to e.g., glass/brittle plastics, sharp tools, hygiene, pest control, cleaning and

housekeeping), design requirements, and manufacturing process controls required for the purpose of doing business with Ontex.

This manual applies to all suppliers providing Ontex with raw materials, packaging, finished goods, trading goods and services (storage, distribution, transport, Co-packing, lab testing, calibration, pest control, laundry and similar services with impact on product quality and product safety) purchased by and delivered to Ontex by the supplier or by any of its affiliates or sub-contractors.

Supplier Due Diligence Program

At Ontex, we are committed to respecting human and labor rights, aligning with recognized international standards and guidelines. Crucial to this commitment is our Supplier Due Diligence Program, which helps us understand our value chain dynamics and proactively identify, assess, prevent, mitigate, and remediate any potential or actual adverse human rights and environmental impacts..

We apply our **Supplier Due Diligence Program** not only to our own operations but also to the impacts within our value chain, whether they are directly linked to us or potentially influenced by our activities. Our expectations and commitments are

clearly outlined in our [Human Rights Policy](#), [Supplier Code of Conduct](#), and [Ethical Sourcing Requirements](#), which serve as foundational documents for our suppliers.

Ontex also publicly discloses our progress annually through our **Modern Slavery Statement**, highlighting key human and labor rights risks within our industry and the actions we are taking to address them. We expect our suppliers to actively participate in this process and collaborate with us to resolve any identified issues.



2.1 Supplier Code of Conduct

Our **Supplier Code of Conduct** outlines Ontex's expectations for suppliers in relation to business ethics, human and labor rights, health and safety, and environmental protection. It emphasizes the importance of integrating due diligence principles into all areas of operations and ensuring compliance with the highest environmental, social, and governance (ESG) standards.

We expect our suppliers to not only meet the requirements outlined in this Code but also to extend these standards throughout their supply chains. This includes applying due diligence processes to identify, prevent, and mitigate risks associated with human and labor rights violations.

To ensure transparency and accountability, suppliers are encouraged to utilize the **Speak Up** channel, which provides a secure, confidential platform to raise any concerns related to human and labor rights or any other aspect of compliance with the Supplier Code of Conduct.

Signing the Supplier Code of Conduct is mandatory for initiating any business relationship with Ontex, demonstrating our collective commitment to upholding these critical values.

2.2 Ethical Sourcing Requirements

Our **Ethical Sourcing Requirements** document is designed to support the ongoing development of our ethical sourcing and due diligence program. It provides further details on our social audit requirements for suppliers, as outlined in our **Supplier Code of Conduct**, with a focus on the scope of the audits, accepted audit schemes, and the management of audit results.

We employ a **risk-based due diligence approach**, prioritizing suppliers in high-risk countries to ensure compliance with

ethical sourcing standards. In addition, we encourage our suppliers to share their **ESG performance** through **EcoVadis**, promoting transparency and strengthening accountability for environmental, social, and governance impacts.

This collaborative approach aims to foster effective risk mitigation and continuous improvement across our supply chain.





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Direct Spend

Sustainable Sourcing

In our [Sustainable Sourcing Policy for Renewable Raw Materials](#) we aim to set out a general framework for traceability and sustainable origin of renewable raw materials. Suppliers of wood- and cotton-based materials and other materials of renewable origin shall ensure the requirements pertaining to the sustainable origin and supply chain are met. This document specifies which third-party certifications can help in assuring compliance with our standards.

Environmental Management System

Vendors shall operate in an environmentally responsible and resource-efficient manner. They must adopt and implement a documented Environmental Management System (EMS), preferably at levels specified in the current ISO 14001 certification, including, at minimum:

- An environmental and/or sustainability policy.
- A documented investigation of the current. Environmental impact and description of how these impacts are being managed.

- Documented environmental targets and performance against the targets.
- Documented register of applicable environmental legislations.
- Documented procedure on environmental incidents/accident handling.

Without a documented EMS it is not possible to collaborate with Ontex.



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Direct Spend

Carbon Emissions

Aligned with its Climate & Circular Policy, Ontex has set ambitious carbon reduction targets. We expect all our vendors to actively contribute to our common journey and to work to reduce their emissions in terms of energy and electricity involved in the manufacturing of our products, transportation and sourcing of goods supplied.

Vendors must have a climate strategy in place including a carbon transition plan with defined activities and goals for improving energy efficiency and reducing climate impact. We expect from our suppliers to set a science-based target by 2025 and communicate the progress on an annual basis.



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Direct Spend

Supply Chain Disclosure

Facing more stringent regulatory requirements for sustainability due diligence across all tiers of the supply chain, we ask our suppliers to openly disclose all manufacturing locations down to the primary raw material origin.

This information enables Ontex to conduct the sustainable sourcing risk assessment.

Based on the results of this assessment, Ontex may request additional information to refine the risk categorization and implement measures to mitigate and/or prevent risk.

Regulatory Compliance

Vendors must comply with relevant legislation and demonstrate such compliance upon request, taking into account that our product offering belongs to, depending on the region, the following categories:

- Consumer goods
- Medical device Class I and Class IIa (EU)/Class I and Class II (US)
- Cosmetic products (told manufacturing)

To ensure product safety and regulatory compliance we ask our vendors to respect a series of mandatory regulations and standards relevant to our product categories, the type of raw materials, and the intended market, although the product may have originally been created for other sectors.

[Ontex Regulatory Compliance Requirements.](#)

Product Safety

Ontex works systematically with product safety measures to ensure its final products are safe for consumers/end users. A crucial part of these measures is to guarantee that the delivered raw materials are safe.

In order to assess finished product safety and compliance to relevant regulations, it will be required for all new raw materials, and then every 3 years, to provide the following documentation:

- **Safety data sheet**
- **Ontex Conformity Declaration**
- **Raw material information form** (detailed composition including additives)
- **Trace chemical report** (as defined in chapter 3 of the Ontex Conformity Declaration document)
- **Biocompatibility evaluation for material with direct skin contact** (cytotoxicity, irritation, sensitization)

No animal testing allowed to assess Ontex conformity standard.

Without this set of documentation, raw materials cannot be use by Ontex manufacturing sites.

Transparency on Product Composition and Change Management

All Ontex vendors need to provide a complete composition list, including the chemical abstracts service (CAS) numbers for all raw materials, additives and treatment (spin finish, anti-oxidant,...).

scientific.affairs@ontexglobal.com

All Ontex vendors need to evaluate chemical impact of the manufacturing process and define potential impurities with their expected quantity (Residual catalyst, residual monomer, online/ machinery treatment,...).

Detailed
Formula

Transparency

Manufacturing
Process

Change
Impacting
Composition

All Ontex vendors need to timely communicate in any changes included:

- Modifications to the productions facility's location, along with the new address, contact details, and reasons for the move.
- Significant updates or replacements in machinery that could affect product specifications.
- Alterations in chemicals or other process agents that might impact the product's performance, chemical impurities, or compliance status.
- Changes in the type or source of raw materials, as well as any adjustments to the product's composition or formulation.

supplier.information@ontexglobal.com

[Restricted Substance List Components](#)

[Restricted Substance List Packaging](#)

Sourcing and Contracting Requirements

We believe that transparency in business transactions with vendors is the best way to build mutual trust. We select our vendors based on our well-established and multi-dimensional sourcing process, ensuring that our requirements are fulfilled.



10.1 Language

As Ontex operates in an international environment, our corporate language is English. All communication with vendors in the sourcing process must be conducted in English, and all formal documents should be in English. If the local language is a regulatory requirement, dual language documentation may be generated, but English will always prevail.



10.2 Registration and vendor on boarding

Our vendor onboarding process is a critical step that involves gathering necessary data, enabling participation in the sourcing process, and obtaining approval to become a vendor to Ontex.

To ensure a fair and objective selection process, our dedicated sourcing teams manage the process in accordance with

Ontex's sourcing process and policy. Vendors may also be asked to register their company profile on our e-sourcing platform.

Note that a completed vendor profile is not a guarantee that a vendor will receive an invitation to participate in any sourcing activity. However, it will make the vendor's information available for our sourcing teams for potential future business opportunities.



10.3 Sourcing and contracting

Manual request for proposal/quotation

Potential vendors will be invited to participate in the proposal/quotation process. Vendors are required to use the Ontex forms supplied in RFQ, including detailed cost breakdowns. During the proposal/quotation process, failure to use Ontex documents or failure to provide a detailed cost breakdown structure may result in disqualification from further consideration.

Electronic request for proposal/quotation (eRFx)

Ontex may utilize an e-sourcing platform to collect information and proposals from potential vendors. This platform ensures consistent and professional treatment of all potential vendors, provides our sourcing managers with the latest templates and information, and promotes process compliance through a transparent and recognizable interface.

In this case, vendors are required to use the e-sourcing platform to complete all required forms, and documents (including providing detailed cost breakdowns) when submitting the proposal/quotation. Additionally, an e-auction may be used as a supporting tool in the sourcing process.



10.4 Risk, terms, and conditions

Supplier due diligence

As part of the vendor selection process, we may conduct due diligence activities, including vendor screening and third-party risk management. These efforts help us to identify and assess potential risks to our business operations. We review vendors' financial health, reputation, compliance with applicable laws and regulations, and the scope and effectiveness of their operations and related controls.

If requested at any time during the process, vendors are expected to fill in the necessary questionnaire(s) to the best of their ability. All data/information provided should be accurate and to the best knowledge of the company. We reserve the right to audit any information submitted.

Non-disclosure agreement (NDA)

All Ontex vendors are required to sign an NDA before entering the vendor selection process. The NDA is mandatory and non-negotiable as it secures the rights of Ontex and the vendor concerning the disclosure of classified information about both parties.

Unified agreement template

Ontex applies a **standard contract template** when engaging with vendors. The vendor's willingness to comply with the terms and conditions included in Ontex's standard agreement is one of the criteria for choosing our vendors.

Please find here the link to our [General Terms and Conditions for purchasing goods and/or services](#).



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