



Supplier Code of Conduct

DOING THE RIGHT THING

Our Supplier Code of Conduct sets out our principles, the benefits of sustainability, our rules of engagement, and what we expect from our suppliers.

We also expect our suppliers to follow these same principles in their procurement and supply chain activities, and to cascade these principles to their own suppliers.

This Supplier Code of Conduct is important in driving the right behaviours that are linked to our values and set out a common framework around how we are all expected to behave and do the right thing. We should all ensure that we conduct all of our activities with honesty, integrity and according to the highest ethical and legal standards.

If we come across a situation that is inconsistent with our Code, we should speak up and when in doubt or facing a dilemma, ask for help.

We would like all of our employees to read the Supplier Code of Conduct, sign up to it and act upon it by ensuring you do the right thing.

Best regards,

A white, handwritten signature on a dark grey background. The signature is stylized and appears to be 'S. Clarke'.

Stephen Clarke
CEO, IVC EVIDENSIA



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Introduction

As part of IVC Evidensia's vision of building the world's best veterinary group we are committed to building a more strategic approach to sustainability through our Positive Pawprint strategy.

This sets out our commitments across three areas where we believe we can make the most difference: People, Planet and Pets. In doing so, we commit to being a force for good for our employees, our clients, the pets and animals we care for, and the natural world in which we all live. IVC Evidensia is committed to running our business in a responsible and sustainable way. We manage our environmental and social impacts, whilst seeking to create shared value for our clients, colleagues and stakeholders. This approach and our commitments are set out in our Code of Conduct.

We believe that collaboration with our suppliers is a mutually beneficial and inclusive way to ensure responsible and sustainable business throughout our supply chain. We are committed to working with our suppliers on a journey of continuous improvement and strongly believe it can benefit us, our suppliers and all communities where we operate.

Objectives and Scope of our Supplier Code of Conduct

Our Supplier Code of Conduct sets out our principles, the benefits of sustainability, our rules of engagement, and what we expect from our suppliers.

We also expect our suppliers to follow these same principles in their procurement and supply chain activities, and to cascade these principles to their own suppliers.

Contacts

Please direct questions about this Supplier Code of Conduct to your IVC Evidensia procurement representative or the IVC Evidensia Legal and Compliance Team.

Key Principles and Rules of Engagement of the Supplier Code of Conduct

Key principles:

We expect our suppliers to follow these principles:

- Comply with all applicable national laws and regulations
- Adopt a responsible and ethical approach to business & sourcing
- Ensure high standards of animal welfare
- Uphold and protect labour & human rights
- Prevent forced labour, and modern slavery
- Manage and reduce environmental impacts
- Identify and manage supply chain risks

These apply to all of our suppliers and their supply chains.

Rules of Engagement

Our intention is that suppliers will acknowledge to the Code, and work with us to identify risks, areas of improvement, and follow up agreed actions.

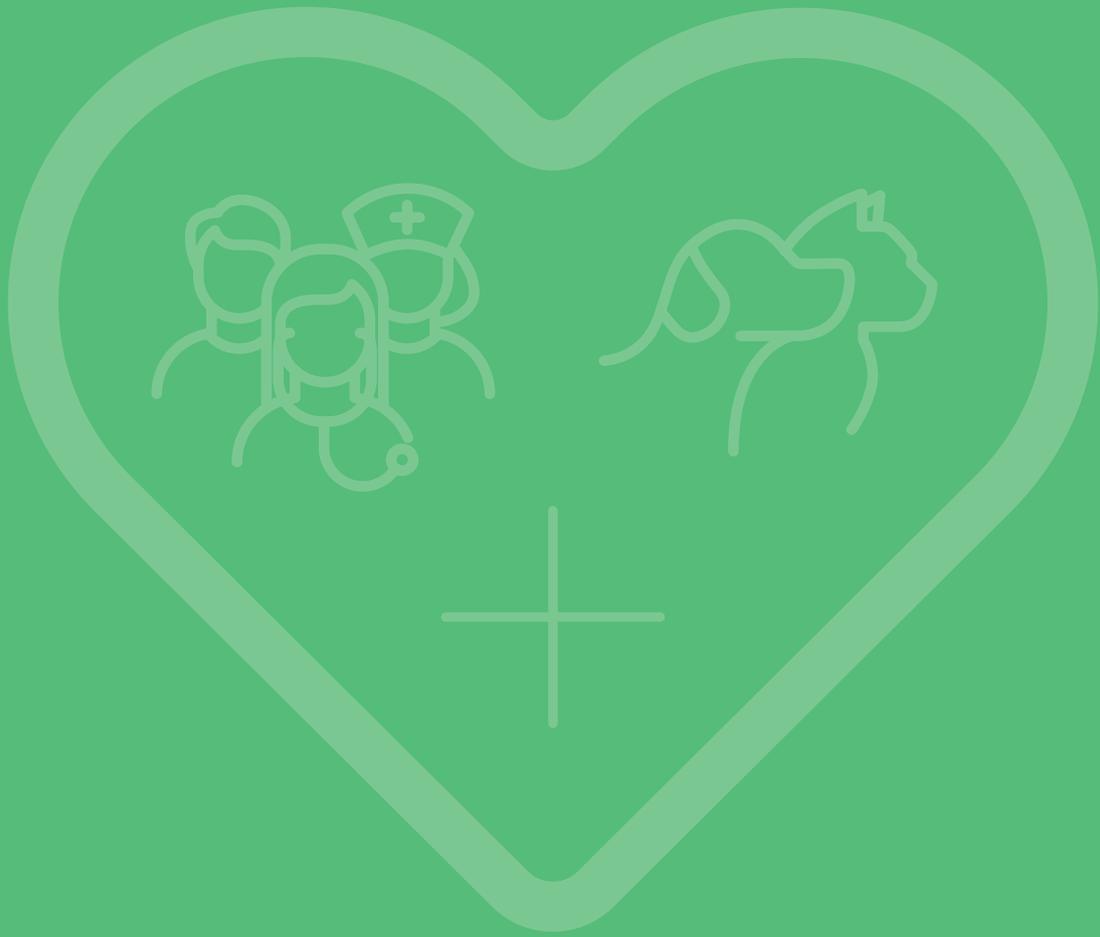
We will use appropriate due diligence to verify that our suppliers are following these principles. This due diligence may include risk assessments, requests for information and documents as evidence of policies and practices, and supplier audits. Failure to respond in a timely manner, or to provide information requested, may result in follow up action including a loss of business with us.

We will also continually engage with our suppliers during the procurement lifecycle on sustainability issues and opportunities. In particular, we may incorporate sustainability considerations and expectations into tenders and contracts where appropriate including appropriate standards and KPIs related to sustainability.



1

Respecting People & Animals





1

Animal welfare

Ensure the highest standards of animal welfare in their business and supply chains.

Our commitment to animal wellbeing goes beyond the animals in our direct care. We expect our suppliers to ensure that any animals used within their business activity are well cared for, and at least in accordance with applicable laws and regulations and established codes of practice.

Animals are at the heart of our what we do. Our suppliers must respect and support that. Our suppliers must commit and ensure that any animals used by our suppliers or in their supply chain are:

- Well cared for and enjoy the “five freedoms” as promoted by the World Organisation for Animal Health (OIE)
- Looked after by qualified and experienced professionals, to the highest standards and at a minimum in line with applicable regulations and legislation
- Treated with dignity and respect

When procuring goods and services, and in selecting suppliers, we reserve the right to evaluate as part of the selection criteria:

- Standards of animal care
- Demonstrable commitment to animal welfare
- Standards to be used in animal husbandry or testing, including the five freedoms
- Supply-chain management processes, e.g. waste treatment processes, transport and delivery arrangements such as animal transportation requirements
- Compliance with best practice in required animal testing (e.g. for pharmaceutical use)

1

Human and Social Rights



*Equal Opportunities &
Dignity at Work Policy/
Equality & Diversity
Statement*

Uphold and protect labour & human rights in their business and supply chains.

Our responsibilities to protecting people extend beyond our own employees to our clients/customers, partners and suppliers. We have a duty of care to protect people's health and safety, and to flag human rights issues where we become aware.

Our suppliers should treat their own employees fairly through responsible employment contracts and fair labour practices, that should include:

- Ensure that child labour is never used
- Treat all applicants and employees equally and without discrimination
- Comply with all laws associated with the wages suppliers pay their employees and the hours they work
- Ensure fair pay and no excessive overtime
- Provide a working environment free from harassment and bullying where all colleagues are treated, and treat others, with dignity and respect
- Encourage openness and support whistle-blowers who raise genuine concerns, with no detrimental treatment as a result of raising a genuine concern
- Provide a safe working environment with a senior person having overall responsibility for health and safety and the operation of the policy
- Respect the rights of employees and comply with all laws concerning freedom of association and collective bargaining
- Apply appropriate standards and measures to ensure physical and IT security





Eradicate Modern Slavery in their business and supply chains.

We have a zero-tolerance approach to Modern Slavery and forced labour. Modern Slavery is a violation of fundamental human rights.

Modern Slavery takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which deprive a person of their freedom of movement or liberty for personal or commercial gain by another.

- Ensure that child labour is never used
- Treat all applicants and employees equally and without discrimination
- Comply with all laws associated with the wages suppliers pay their employees and the hours they work
- Ensure fair pay and no excessive overtime
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1 Environmental Management



Manage and reduce environmental impacts in their business and supply chains.

We recognize the need to protect the natural environment for a sustainable future and seek to manage and reduce the environmental impacts of what we buy and to encourage our suppliers to minimize their impacts. This means explicitly considering lifecycle resource usage, waste and emissions.

When procuring goods and services, and in selecting suppliers, we reserve the right to evaluate as part of the selection criteria:

- Preferred materials in manufacture of purchased components, subassemblies or finished products, e.g. recycled materials, avoidance of certain chemicals, locally sourced materials, sustainably sourced timber, reduced plastic packaging etc.
- Processes and standards to be used in manufacture, e.g. renewable energy, low carbon footprint, certified management systems (e.g. ISO 14001 or equivalent)
- Supply-chain management processes, e.g. environmental monitoring and management of supply chain
- Logistics, transport and delivery requirements, e.g. transport planning and fleet management for reduced fuel use and emissions, returnable transit packaging, take-back options etc.

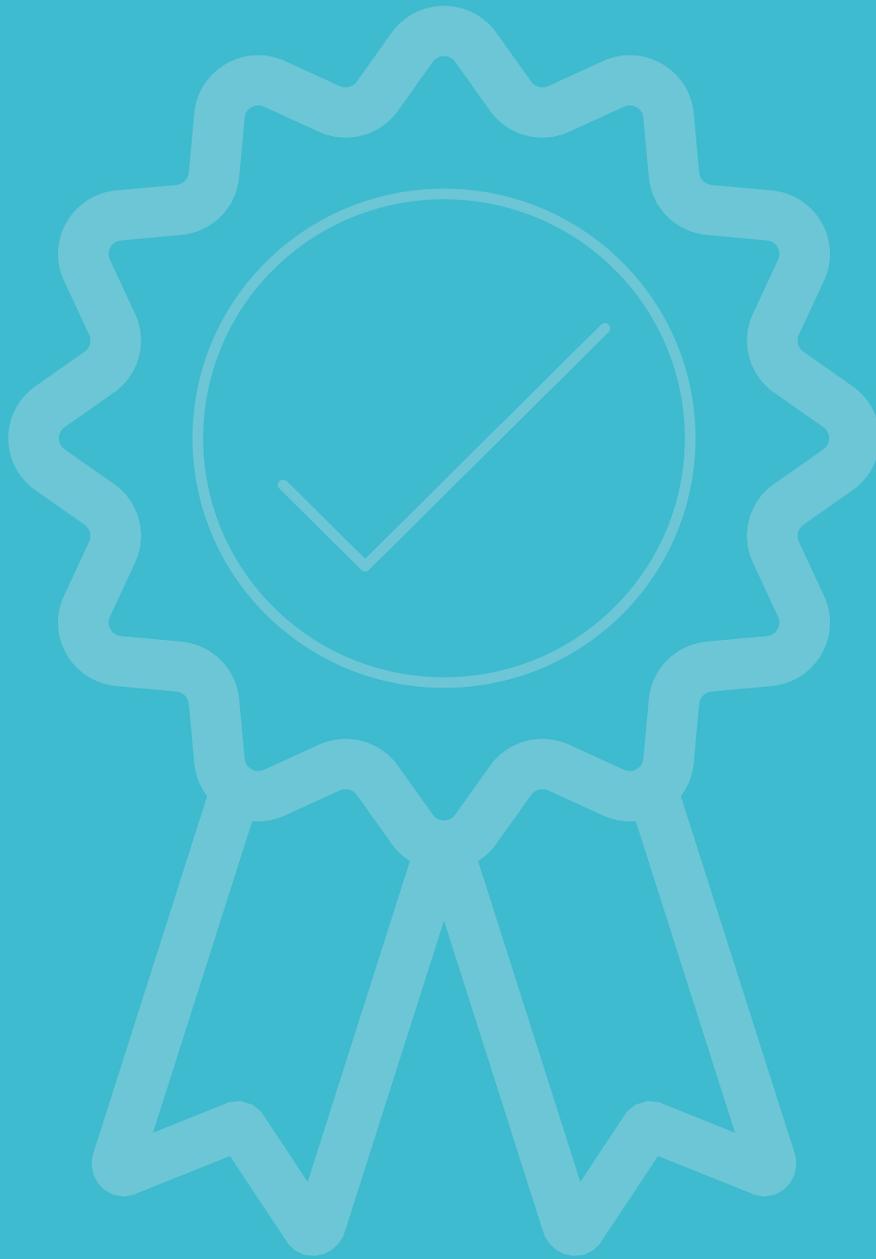
In particular our suppliers should:

- Ensure compliance with applicable environmental legislation
- Seek to purchase goods which are low impact, and use sustainably sourced materials, including recycled content where possible
- Ensure goods are designed to last and can be re-used or recycled at the end of their service life



2

Safeguarding Our Reputation



Comply with all applicable laws and regulations.

Suppliers must comply with all laws and regulations relevant to the goods and services they supply to IVC Evidensia. This includes but is not limited to those related to ethical business practices, anti-bribery, data privacy, fair competition, health safety and environment, labour and human rights, and tax legislation. Any breaches that relate to our business with you should be notified to the IVC Evidensia Legal Team immediately.

Our suppliers must:

- Deliver products and services that meet safety and quality standards required by applicable law or good industry practice
- Comply with money laundering regulations and ensure that you are complying with all international economic sanctions
- Comply with all applicable data protection, privacy and information security laws and regulations including, without limitation, such laws pertaining to IVC Evidensia customers, IVC Evidensia colleagues or other suppliers, and shall not render any service in a manner that causes IVC Evidensia to violate applicable Data Protection Laws
- Refrain from offering bribes, facilitation payments, gift or other unlawful or unethical payments or compensation in dealings with public officials or individuals to influence an act or decision or secure a business advantage
- Not engage in any practices or activities that breach relevant competition or antitrust laws
- Operate in an environmentally responsible manner, maintain safe facilities and operations and provide goods and services that are safe and minimise environmental burdens
- Respect the UN's Universal Declaration of Human Rights and comply with applicable legislation and sector-specific labour regulations
- Commit to neither entering into nor facilitating any form of tax evasion, in accordance with our Policy on Prevention of Tax Evasion and shall maintain in place such policies and procedures as are both reasonable to prevent the facilitation of tax evasion by another person and to ensure compliance with our Policy on Prevention of Tax Evasion.



Adopt a responsible and ethical approach to business.

We expect our suppliers to act ethically and with integrity in all business dealings and relationships, and to implement and maintain effective systems and controls.

Suppliers should:

- Maintain high standards of integrity and encourage suppliers to the same
- Sign up to, and follow our Code of Conduct, or have their own comparable Code
- Avoid conflicts of interest
- Ensure fair dealing with all suppliers
- Ensure there is a zero tolerance to Insider Trading
- Maintain confidentiality in all transactions relating to IVC Evidensia
- Be transparent and honest in the information they provide
- Maintain accurate records of all transactions with IVC Evidensia

We expect that our suppliers to hold their own suppliers to the same high standards of business conduct and ethics.



2 Supply Chain Risk



Identify and manage risks in the supply chains.

We expect our suppliers to adopt a risk-based and appropriate due diligence approach to their own supply chains.

Suppliers should focus on:

- Implementing follow up actions such as supplier risk assessments, requests for documentary evidence of supplier policies and practices, audits of suppliers where deemed necessary, and initiating and monitoring corrective action plans where the expected standards have not been met
- Identifying key suppliers based on spend, degree of dominance and influence, and potential level of environmental, social and governance (ESG) risks
- Working with suppliers to achieve sustainable improvements in conditions
- Providing evidence to IVC Evidensia of risk management processes as appropriate





Compliance with this code of conduct.

IVC Evidensia expects suppliers to comply and adhere to this Code. You must inform us promptly of any breach of or concerns related to this Supplier Code by email speakup@ivcevidensia.com.

IVC Evidensia expects suppliers to take steps to ensure that their employees, suppliers, and subcontractors who work on IVC Evidensia business are aware of and comply with this Supplier Code.

Suppliers are expected to continuously improve their sustainability performance by implementing appropriate measures.

IVC Evidensia may visit supplier facilities, review their documentation, and conduct a full audit if necessary, to ensure compliance with this Supplier Code.

IVC Evidensia reserves the right to take appropriate action, including termination of supplier agreements, for violations of applicable law or this supplier code at its sole discretion.



IVC EVIDENSIA

www.ivcevidensia.com