

Supplier Code of Conduct

Resorts World at Sentosa Pte Ltd (RWS) is committed to the highest standards of ethical conduct, social and environmental responsibility. RWS requires its suppliers to operate in accordance with the principles in this Supplier Code of Conduct (“Code”) and in full compliance with all applicable laws and regulations. This Code outlines RWS’s expectations for its suppliers conduct referencing to ethics and management practices, labour and human rights, health and safety, and environmental protection. This Code applies to the supplier and their employees, contractors, agents and related entities (collectively, the “Supplier”) providing goods and/or services to RWS.

Ethics and Management Practices

The Supplier shall always be ethical in every aspects of its business.

- Business Integrity

The Supplier shall not engage in any and all forms of bribery, corruption, extortion and embezzlement. All business dealings should be transparently performed and reflected in the Supplier’s books and records.

- Disclosure of Information

The Supplier shall disclose information regarding its business activities, structure, financial situation and performance in accordance with applicable regulations and prevailing industry practices. Falsification of records or misrepresentations of conditions or practices in the supply chain are unacceptable.

- Intellectual Property

The Supplier shall respect intellectual property rights and manage technology and know how in a manner that protects intellectual property rights.

- No Improper Advantage

The Supplier shall not offer or accept bribes or other means of undue or improper advantage. The Supplier shall observe local custom with respect to gifts, although the value of such offers should never be considered material enough to influence business decisions or to violate applicable regulations.

- Community Engagement

The Supplier is encouraged to help foster social and economic development and contribute to the sustainability of the communities in which it operates.

- Food Safety

The Supplier shall provide RWS with high quality products, ingredients and services that meet all applicable quality and food safety laws, standards and regulations. . The Supplier must demonstrate that they have strong food-safety and quality management practices. The Supplier must immediately report to RWS any concerns about food safety.

Labour and Human Rights

The Supplier shall uphold the human rights of its workers and treat them with utmost dignity and respect. RWS adopts a zero tolerance towards human trafficking, slavery or child labour. This applies to all the Supplier's workers (including but not limited to employees, and temporary, migrant, student and contract workers). Specifically, the Supplier agrees that it:-

- i. shall not employ any worker younger than the local legal minimum age for employment or the age for completing compulsory education (and shall in no event employ anyone under fifteen (15) years of age, even if legal to do so), provided that if any person younger than eighteen (18) years of age is employed in the manufacturing, production, packaging or distribution of any product, the Supplier shall, and shall cause any manufacturer or other owner of any facility/factory used to produce the product or any component thereof to, comply with any laws and standards applicable to such person;
- ii. shall only employ persons whose presence is voluntary (i.e., no forced or involuntary labor, whether prison, bonded, indentured or otherwise, will be used, and no passport, driver's license, identity card or other document without which a worker may not be legally free or able to leave the premises, will be confiscated or otherwise physically held by the Supplier or any manufacturer; all workers must at all times be legally free and able to leave the premises of such factory/facility);
- iii. shall treat each worker with dignity and respect and shall not use threats of violence or corporal punishment (or other forms of physical, mental, sexual, psychological or verbal harassment or abuse), nor will any of the foregoing be condoned or permitted by any agent, contractor, employee or worker of the Supplier or any manufacturer against any other agent, contractor, employee or worker of the Supplier or any manufacturer;
- iv. shall not discriminate or provide special treatment in hiring and employment practices, including salary, benefits, advancement, discipline, termination, or retirement, on grounds of race, religion, age, nationality, social or ethnic origin, political opinion, sexual preference, disability or gender;
- v. shall comply with laws and regulations governing minimum wages, maximum hours of work, piece rates, overtime pay and other elements of compensation, and shall provide legally mandated benefits, shall pay all compensation on time and, in any event, no more than one payroll cycle in arrears, and shall not deduct any amount from any worker's compensation except as statutorily provided. If local laws do not provide for overtime pay, the Supplier or any manufacturer shall pay at least regular wages for overtime work; in addition, except with RWS's prior written consent, (a) the Supplier or any manufacturer will not require workers to work more than the lesser of (1) 48 hours per week and 12 hours overtime or (2) the limits on regular and overtime hours allowed by local law, or, where local law does not limit the hours of work, the regular work week in such country plus 12 hours overtime, (b) workers will be entitled to at least one day off in every seven-day period, and (c) where local industry standards are higher than applicable legal requirements, Supplier will meet the higher standards;

- vi. shall not require any worker to pay or reimburse the Supplier or any manufacturer for any recruitment fees, and shall not deduct any recruitment fees from any worker's compensation, except as statutorily provided.

Health and Safety

The Supplier shall uphold a safe and healthy work environment. The Supplier shall comply with all laws, regulations and rules governing employee occupational health and safety in the jurisdiction where they operate.

- Occupational Health, Safety and Hazard Prevention

The Supplier shall identify, evaluate and manage occupational health and safety hazards through a prioritized process of hazard elimination, engineering controls and/or administrative controls. The Supplier shall provide workers with job-related, appropriately maintained personal protective equipment and instructions on its proper use.

- Emergency preparedness

The Supplier shall ensure that potential emergency situations and events are to be identified and assessed, and their impact minimized by implementing emergency plans and response procedures, including emergency reporting, employee notification and evacuation procedures, worker training and drills, appropriate fire detection and suppression equipment, adequate exit facilities and recovery plans.

- Physically Demanding Work

The Supplier shall ensure that worker exposure to the hazard of physically demanding tasks, including manual material handling and heavy or repetitive lifting, prolonged standing and highly repetitive or forceful assembly tasks is to be identified, evaluated and controlled.

- Working and Living Conditions

The Supplier shall provide workers with reasonably accessible and clean toilet facilities, potable water and sanitary food preparation, storage facilities and eating facilities. The Supplier shall ensure that all workers have clean and safe dormitories with reasonable living space.

- Industrial Hygiene

The Supplier shall ensure that workers' exposure to chemical, biological and physical agents is to be identified, evaluated and controlled. Engineering or administrative controls must be used to control overexposures. When hazards cannot be adequately controlled by such means, worker health is to be protected by appropriate personal protective equipment.

Environmental Protection

The Supplier shall adhere to environmental laws and practices including but not limited to waste disposal, pollution of all kinds, air emissions etc. The Supplier shall at all times be committed to be environmental friendly in their business practices.

- Environmental Permits and Reporting

The Supplier shall comply with the reporting requirements of applicable permits and regulations. All required environmental permits and current records shall be obtained, and kept in proper records.

- Pollution Prevention and Resource Reduction

The Supplier shall ensure to conduct their operations in a way that reduces their impact on the environment, particularly in the areas of water use, energy use, greenhouse gas emissions and water disposal. Waste of all types including energy and water, raw and processed materials are to be reduced or eliminated at the source or by practices such as modifying production, maintenance and facility processes, conservation, material substitution, recycling materials.

- Product Content Restrictions

The Supplier shall adhere to all applicable laws and regulations and customer requirements regarding prohibition or restriction of specific substances including labeling for recycling and disposal.

- Environmental Packaging

The Supplier shall use their best effort to ensure environmentally responsible packaging. The packaging must have the minimum net impact on environment and at the same time, fully preserve the integrity of the products it contains and meet RWS requirements.

The Supplier is encouraged to provide reusable packaging and support reverse logistics whenever feasible and economical. The Supplier should explore opportunities where packaging can be designed to promote reuse, for its originally intended function or other uses.

The Supplier is to utilize environmental friendly materials (e.g. recycled carton boxes) for their products packaging. Environmental packaging labels (e.g recycling symbols) must be clearly and accurately displayed on the packaging.

- Air Emissions

The Supplier shall ensure air emissions of volatile organic chemicals, corrosives, aerosols, particulates, ozone depleting chemicals and combustion by-products generated from operations are to be characterized, monitored, controlled and treated as required prior to discharge.

- Wastewater and Solid Management

The Supplier shall ensure that wastewater and solid waste generated from operations, industrial processes and sanitation facilities are to be characterized, monitored, controlled and treated as required prior to discharge or disposal.