

Supplier Code of Conduct

Version 1.0

The printed copy of this document may be superseded without notice.
Please refer to the electronic version on the Canadian Blood Services website for the most current version.

Purpose

As *Canada's Biological Lifeline*, Canadian Blood Services is responsible for a secure system of life essentials for transfusion and transplantation that is reliable, accessible and sustainable. Guided by our ICARE values of integrity, collaboration, adaptability, respect and excellence, we are committed to operating our organization in an ethical manner. We expect the same of our suppliers, which includes any vendors or service providers, who conduct business with Canadian Blood Services (collectively "Suppliers"). This Supplier Code of Conduct ("Code") sets forth the minimum expectations our Suppliers must meet in relation to upholding ethical business conduct, employment standards and human rights for workers¹ and responsible management of environmental impacts.

Expectations

Ethical Business Conduct

Suppliers' actions, decisions and behaviour must be conducted in an ethical manner, and we expect our Suppliers to:

- Act in accordance with all applicable laws and regulations
- Document business activities accurately
- Not engage in nor tolerate any form of corruption, bribery, extortion, embezzlement or money laundering
- Avoid any actual and/or potential conflicts of interest when conducting business
- Uphold standards for fair business practices, including accurate and truthful advertising and fair competition, including but not limited to collusion and price fixing; and
- Protect confidential information

Employment and Human Rights

Suppliers must uphold employment standards and human rights within their operations, and we expect our Suppliers to:

- Pay workers fair wages for all hours worked, including overtime, that meet or exceed minimum requirements
- Comply with the minimum age requirements of workers, the maximum total working hours, workers' rights to rest and time off or pay in lieu
- Not deduct from wages or require payment of fees as discipline
- Not engage in any forced, bonded (including debt bondage) or indentured labour, worker confinement, involuntary or exploitative prison labour, child labour, slavery or trafficking of workers
- Not require workers to pay recruitment fees or costs, deposit funds or their personal documents with the Supplier as a condition of their employment
- Permit workers to terminate their employment free from retribution
- Not discriminate against workers during the recruitment process and when workers are

¹ Including temporary, migrant, student, contract, direct employees and any other type of worker our Suppliers may employ.

employed. Grounds of discrimination include but are not limited to, race, national or ethnic origin, ancestry, citizenship, colour, creed, age, sex, gender, sexual orientation, gender identity, marital status, family status, disability or record of offences; and

- Maintain a workplace free from actual or the threat of violence and harassment, including sexual harassment, intimidation and disrespectful or other disruptive behaviours, such as bullying, intimidation or verbal attacks

Occupational Health and Safety

Suppliers are to provide safe work environments for their workers, and we expect our Suppliers to:

- Implement programs to protect workers, prevent or control exposures to workplace hazards, manage processes safely, and prevent catastrophic events. This includes implementing physical safeguards and providing health and safety information and training for workplace hazards including mechanical, electrical, chemical, fire and physical hazards, as applicable
- Maintain necessary equipment (e.g., fire alarms and extinguishers, personal protective equipment) and facilities (e.g., means of egress to safely exit)
- Have incident management plans, and record and address any incident reports; and
- Maintain a clean working environment including ready access to clean toilet facilities and potable water

Environmental Management

Suppliers are expected to operate in an environmentally responsible manner, and we expect our Suppliers to:

- Conduct their operations in a manner consistent with all applicable local and international environmental laws and regulations. This relates to air, water, land, chemicals and waste management
- Maintain and follow all permits, approvals and registrations related to environmental discharge; and
- Identify, label, and manage all chemicals, waste and other materials posing a hazard to ensure their safe handling, movement, storage, use, recycling and disposal

Compliance

Canadian Blood Services expects its Suppliers to meet the expectations set out in this Code, and to expect the same of the suppliers, contractors, sub-contractors, and other related entities they engage with. We will seek to establish and maintain relationships with Suppliers who demonstrate their commitment to this Code.

Suppliers shall maintain records relating to meeting these expectations and to make them available for review by Canadian Blood Services, upon request. Canadian Blood Services shall be entitled itself, or through a third party, to audit the records and facilities of the Supplier with respect to this Code, provided that such audit is at the expense of Canadian Blood Services and is conducted on reasonable notice. Suppliers are expected to assess and monitor ongoing compliance with this Code and notify Canadian Blood Services of any violations or possible violations with this Code. To report a suspected or actual violation to this Code, or to make any inquiries about this Code, contact Canadian Blood Services suppliercode@blood.ca.

We recognize that any violations identified within Suppliers' operations may take time to resolve. Where appropriate, we will work with our Suppliers to meet the expectations in this Code. Violations to this Code may result in termination of our relationship with that Supplier.