



ZOBELE

by kdc/one

Social Responsibility Policy

Smart solutions for an easy life.



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Our company has decided to adopt a Social Responsibility Policy in order to convey a clear message to employees, customers, suppliers, relevant communities and all other stakeholders regarding the way the Zobebe by kdc/one intends to pursue its vision.

A conscientious and sustainable approach to the environment, people and the adoption of fair business practices has always been an integral part of Zobebe's history. Our Values and Code of Ethics have been developed to consistently sustain our approach to doing business. Our Social Responsibility means:

- People** *Ensuring a safe and healthy work environment for all our employees and the communities in which we operate.*
- Planet** *Ensuring we utilize natural resources sustainably and enhance the sustainability of our products, processes and facilities.*
- Partners** *Communicating our environmental, health, safety and sustainability performance to our employees, customers, suppliers and communities.*
- Product** *Implementing systems that ensure compliance, setting goals and monitoring performance to drive continuous improvement.*

We are facing tough challenges in achieving our goals for growth. These will only be achieved by fully respecting our shared principles, which have been a defining guideline throughout the company's history of success. Therefore, we expect all Zobebe by kdc/one employees, suppliers, contractors and other people operating in the interests of Zobebe to fully respect the principles of this Policy as well as our Values and Code of Ethics.

Zobebe's Social Responsibility Policy is a pillar of our company sustainability and applies to all Zobebe by kdc/one employees worldwide, as well as, for all relevant matters, to Zobebe by kdc/one's contractors, consultants, suppliers and partners.

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1. Zobele by KDC/ONE

1.1. Introduction

Zobele by kdc/one, the Home Care division of kdc/one, is specialized in the development and production of systems for the delivery of insecticides, air fresheners and other home and healthcare products applications, which are sold through the “business to business” (B2B) channel. Thanks to its commitment and capability to respond in a timely and efficient way to customers’ needs, Zobele by kdc/one has gained the trust and created consolidated partnerships with the larger multinational companies that sell those products in the consumer end market.

Zobele by kdc/one has set up development and commercial offices in different strategic locations, in order to better serve the interests of its customers and meet market demands. Production plants have been set up worldwide to ensure maximum efficiency in logistics and costs.

1.2. Vision, Mission and Values

Since 1919, Zobele by kdc/one has been a paragon of success, engaging in a long-term commitment towards customers, communities, employees and all other stakeholders. This commitment has been translated during 2021 into a new, shared Vision, Mission and Values of kdc/one.

- **Our kdc/one Vision:** As the premier solutions provider, our people deliver an innovative edge necessary to exceed expectations through an unyielding dedication to flawless execution, inspired design, and exceptional service.
- **Our kdc/one Mission:** kdc/one offers innovative solutions to drive our customers’ business. We are supported by a diverse and passionate team of experts who provide world-class formulation support, unrivaled product and packaging design, and turnkey manufacturing solutions. We are stewards of our customers’ business and aim to continuously earn their trust by exceeding expectations.
- **Values:**
 - **Innovation** – That inspires our customers
 - **Passion** – That fuels our dedication
 - **Accountability** – That anchors our teams

- **Excellence** – That propels our growth
- **Inclusion** – That drives our diversity
- **Well-being** – That sustains our energy
- **Compassion** – That serves our environment and communities

Zobe by kdc/one believes that these values allow it to achieve its goals of growth and sustainability.

1.3. The Code of Ethics

Since 2007 Zobe by kdc/one has adopted a Code of Ethics to compel all individuals within the company to act according to the applicable laws and regulations and with the principles of fair competition, integrity, honesty, fairness and good faith, respect for customers, suppliers, competitors, the environment and society as a whole. Compliance by Zobe's people with the Company's Code of Ethics is an integral part of Zobe by kdc/one culture.

2. Corporate Social Responsibility

2.1. What is CSR?

“CSR means addressing the legal, ethical, commercial and other expectations that society has for businesses, and making decisions that fairly balance the claims of all key stakeholders”¹, so it “encompasses not only what companies do with their profits, but also how they make them. It goes beyond philanthropy and compliance in order to address the manner in which companies manage their economic, social, and environmental impacts and their stakeholder relationships in all their key spheres of influence: the workplace, the marketplace, the supply chain, the community and the public policy realm”².

CSR-focused businesses proactively promote public interest by encouraging community growth and development, and voluntarily eliminating practices that harm the public sphere.

2.2. CSR in Zobele by KDC/ONE

Zobele by kdc/one has made a commitment to the guiding principles of Corporate Social Responsibility by focusing on the following main areas of action.

2.2.1. People

“People” we mean all Zobele by kdc/one employees in every plant, as they are the most valuable company asset. Every single person within our organisation plays an important role in our global team;

1. *Business for Social Responsibility (BSR).*
2. www.ksg.harvard.edu/cbg/CSRI/home.htm

2.2.2. The Environment and the Community

Zobe by kdc/one recognises that its obligation to leave a better world to the following generations is one of the company's top priorities;

2.2.3. "Business Practices"

All people acting on Zobe's behalf are committed to doing business in the interests of the company with honesty and integrity and in full compliance with the values and ethical principles established by the company and in accordance with all applicable local laws. Zobe by kdc/one requires every supplier to comply with these principles.

3. People

3.1. Human Rights

Zobele by kdc/one promotes the full respect of human rights, complies with employment laws in every country in which it operates, and does not exploit forced labour or tolerate any kind of physical punishment or abuse. Zobele by kdc/one does not support child labour, therefore does not hire workers under the age of 18 years. The Company complies with laws that prohibit every kind of unjustified discrimination based on race, colour, gender, national origin, age, religion, or disability. On the contrary, Zobele by kdc/one is an equal opportunities employer, selecting workers on the basis of professional qualifications and personal skills, without any type of discrimination.

The Company endeavours to favour reciprocal cooperation and team spirit, to respect individual personalities; and to be free from prejudice, intimidation, coercion or psychological bullying and sexual harassment. Any behaviour violating those individual rights is strictly prohibited.

3.2. Labour Practices

Employees are selected, recruited, paid and organised on the basis of their skills and merit (in any case in compliance with the work contract in force and with applicable local labour laws). In full compliance with the principle of non-discrimination regarding employment and occupation, the Company promotes the principle of equal remuneration for men and women. The Company contributes in every way to employees' growth, encouraging skills development by implementing training and educational initiatives.

3.3. Industrial Relations

Zobele by kdc/one recognises the lawful right to employee's free association and the right to collective bargaining according to local laws and practices and supports employers' representative bodies. Zobele by kdc/one examines and investigates any workers grievance pursuant to the appropriate relevant procedures.

3.4. Health and Safety

The Company endeavours to ensure maximum health and safety in the workplace for its employees and contractors. Zobele by kdc/one health and safety policies are based on national legislation, international regulations and industry benchmarking. Zobele by kdc/one applies the most demanding standards in all the countries in which it has operating sites. Each employee is trained by the company on health and safety in the workplace and informed about his/her responsibility for observing the safety and health rules and practices that apply to his/her job.

4. The Environment and the Community

Zobele by kdc/one is committed to safeguard the environment and to promote the social development of the communities in which it operates and to continuously improve product safety.

4.1. The Environment

The environment is a fundamental asset to the whole community and Zobele by kdc/one is strongly committed to contributing to its protection. The company implements the most effective solutions in its production processes in order to avoid any kind of dumping or emission of harmful substances. Zobele requires its Suppliers to share this sustainable behaviour.

4.2. The Community

Zobele by kdc/one's presence in the communities in which it is located contributes to their social development and provides support in the efforts to achieve social improvements. Moreover, Zobele's products help to improve the quality of its consumers' everyday life. To this extent, the Company supports any employee's voluntary work and local non-profit organisations, educational institutions and other local businesses that are striving to improve the lives of others by focusing mainly on children and the younger generation.

4.3. Product Safety

Product safety has always been one of the key values for Zobele. The Company develops and produces its own products, not only to meet functional requirements and aesthetic requirements, but also in compliance with the strictest norms on safety and quality, ensuring the required standards and pursuing the path of continuous innovation through significant and constant investment in research and development.

5. Business Practices

5.1. Compliance and Ethics

Zobele by kdc/one promotes an ethical approach to business as a key element for ensuring effective operations and to improve the Company's credibility in the eyes of its shareholders, customers, suppliers, and in general, within the framework of the whole economy and social well-being of the communities in which it operates. Full respect of the "Code of Ethics" is the first step in spreading this ethical approach throughout the Company.

5.2. Managerial Responsibility

Managers are expected to set an example for Zobele by kdc/one's high standards of ethical and responsible conduct and to create and support a work environment in which everyone knows that ethical behaviour is the norm. The Company shall avoid entering into business relations with third parties who have taken part in, or are reasonably suspected of having taken part in, criminal actions.

5.3. Conflicts of Interests

Every action performed by Zobele by kdc/one's employees must be based on sound business judgment and not be motivated by personal interest. Any situation which may involve a conflict of interest between any personal economic activities of people acting on behalf of Zobele by kdc/one and the work carried out within Zobele by kdc/one is to be avoided. In compliance with the "Zobele by kdc/one Code of Ethics", the relevant supervisor and local HR department must be informed of any circumstance in which a conflict of interest, even hypothetical, may arise.

5.4. Management of Internal and External Communication

With respect to internal communication, Zobele by kdc/one ensures the total protection of employees' confidential information, and fully respects the privacy of the people con-

cerned. Similarly, information and material obtained in doing work that is not generally disclosed and is valuable to the company (or to its competitors) must be protected and remains the sole property of the Company.

With respect to external communication, the dissemination of information shall be effected in compliance with the law and according to the criteria of transparency and truthfulness. In particular, all information communicated to the public administration must be true, correct, transparent and complete. Moreover, the Zobele by kdc/one is committed to respecting confidential information provided by our customers, suppliers and other business partners.

5.5. Accuracy of Business Records

All financial books, records and accounts must accurately reflect transactions and events. Honest and accurate recording of information is extremely important and employees are responsible for recording them properly. Almost all business records may become subject to public disclosure in different circumstances (litigations, investigations etc.). Therefore, employees should attempt to be as clear, concise, truthful and accurate as possible when recording any information. Documents should be destroyed only in accordance with the applicable document retention policy, and never in response to or in anticipation of an investigation or audit.

5.6. Relationship with Customers

Zobele by kdc/one focuses its activity on ensuring the satisfaction and safeguarding of its customers, paying particular attention to all of those requirements which could result an improvement in the quality of its products and services. In the relationships with its customers, the Company seeks to ensure fairness and respect for contractual obligations, in addition to the correct and diligent execution of contracts.

5.7. Relationship with Suppliers

Zobele by kdc/one suppliers are important partners in the success of the Company's business and the relationships with them must be characterised by honesty and fairness. The company only does business with those suppliers, distributors and other business partners who demonstrate the same ethical and responsible business behaviour and operate in compliance with the Zobele by kdc/one "Code of Ethics".

5.8. Relationship with Competitors

The Company believes in free and fair competition, which represents one of its strengths: the Company's reputation is based on competitive results that reward ability, experience and efficiency. Zobele by kdc/one and its employees must conduct themselves in an honest manner in any business dealings. Any action aimed at altering the conditions of fair competition is contrary to the Company's policy and it is forbidden by any persons acting on its behalf.

5.9. Relationship with Public Administration

In relations with the public administration, Zobele by kdc/one is vigilant in ensuring that any act, conduct or agreement performed complies with the principles of maximum transparency, fairness and legality. As specified in the Zobele by kdc/one "Code of Ethics", the company avoids appointing a single person to any process, as a plurality of subjects and departments minimises the risk of acts not compliant with Company policies. Furthermore, Zobele by kdc/one favours a plurality of internal interlocutors regarding inspections and authorisations, to reduce the above-mentioned risk.

5.10. Gifts, Presents and Benefits

No type of gift that exceeds normal business practices or courtesy, which is aimed at gaining favourable treatment in the carrying out of any activity linked to Zobele by kdc/

one, may be accepted by Zobe by kdc/one employees. It is also strictly forbidden to offer any public officer or his/her family presents with the purpose of influencing the impartiality of his/her judgment and/or soliciting any form of favouritism. Whoever receives gifts/benefits or is subject to solicitations for disbursement by public officers, public service providers, customers, suppliers or third parties, must inform his/her supervisor and the local HR department that will assess the situation and suggest corrective actions.

5.11. Information Technology

All use of information technology by Zobe by kdc/one respects applicable laws and regulations, safeguarding Company property and without infringing any third-party copyrights.

5.12. Intellectual Property Rights

Zobe by kdc/one believes that the protection of intellectual property rights enhances investments in research and the progress of technology. Therefore, Zobe by kdc/one protects its patents and trademarks by any appropriate IP policy, avoiding infringements of third-party IP rights.



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