



# **PT Hero Supermarket Tbk Supplier Code of Conduct**

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Version: 1.0

Document Last Update: 14 January 2022

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## 1. Objectives

PT Hero Supermarket Tbk is committed to providing the best offerings and services to its customers at all times. To achieve this, we are dedicated to doing business the right way and to work with supplier partners who share our values and principles. In this spirit, we aim to establish a fair, open, transparent and mutually-beneficial relationships with our supplier partners. We also aim to minimise, control and reduce the impact of our businesses on the environment and to make a positive influence in the communities where we live and work. Our success is based on our relationships with our supplier partners, other business partners and our customers.

PT Hero Supermarket Tbk Code of Conduct ("Code") outlines the expectations we have of ourselves and our supplier partners. While we recognise that there are different legal and cultural environments in which our businesses operate, we are committed to applying our Code across all aspects of our operations. Our goal is to fairly and consistently evaluate performance in our supply chain and to actively support continuous improvement. We believe that partnerships based on transparency and collaboration will promote responsible and sustainable practices that will serve future generations.

This Code, and any updates, amendments or supplements thereto, is available at <http://www.hero.co.id>.

## 2. Scope

### Business Ethics and Compliance

- Legal Compliance  
Supplier partners must respect and comply with applicable laws, including those related to labour, environmental practices and customs regulations governing the import, export, re-export and transportation of goods and materials. When the standards under this Code are higher than those set by law, the standards of this Code shall prevail.
- Bribery and Corruption  
Supplier partners must have policies, codes of conduct and procedures in place to avoid all forms of bribery, inducement, corruption and fraud and ensure that these are actively enforced.
- Conflicts of Interest  
Supplier partners must avoid situations where the personal interests of PT Hero Supermarket Tbk team members or their relationship with supplier partners conflict with such team member's responsibilities and duties. This includes forming personal relationships that would compromise or tend to compromise the independence, integrity, impartiality, or judgment of PT Hero Supermarket Tbk team members.

When situations like these exist, they must be disclosed to the PT Hero Supermarket Tbk.

Whether a personal relationship is appropriate or not would depend on the circumstances of each case. A supplier must reach out to its primary PT Hero Supermarket Tbk business contact to discuss any potential issues.

- Gifts and Entertainment  
PT Hero Supermarket Tbk has a "No Gift Policy" in place which supplier partners must abide with. "Gifts" include cash or cash equivalents, and all sorts of entertainment, privileges and hospitality including vouchers, hampers and invitations to lunch, dinner, sporting events, or concerts.  
  
Supplier partners must not offer gifts and entertainment to PT Hero Supermarket Tbk team members in contravention of this policy, nor should such gifts and entertainment be offered to any third party that might influence the supplier partners' businesses with the PT Hero Supermarket Tbk (for example, audit firms and testing laboratories).
- Unfair Business Practices  
Supplier partners must not engage in any form of illegal activity or unfair trade practice. Supplier partners must also refrain from any anti-competitive conduct, (including bid rigging, price fixing or exchanging sensitive information with PT Hero Supermarket Tbk's competitors or competitors of supplier partners). Supplier partners must not abuse their market power whether for their own benefit or for the benefit of others (including the PT Hero Supermarket Tbk).

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## Human Rights and Labour

- Diversity, Dignity, Respect and Fairness

PT Hero Supermarket Tbk's business footprint reflects a commitment on diversity and inclusion. In line with this, we expect our supplier partners not to tolerate any form of discrimination, abuse or harassment, whether in the workplace or in its dealing with others.

Supplier partners must treat their workers, business partners and PT Hero Supermarket Tbk team members (irrespective of their nationality, gender, ethnicity, social and legal status, race, religion, or other protected status) with dignity, respect, fairness, and must foster a working environment free from discrimination, abuse and harassment.

- Child Labour

Supplier partners must not employ children under: (i) 15 years of age (or 14 years of age if permitted by national law pursuant to International Labour Organisation's Convention 138); or (ii) the local legal minimum age for employment or the age for completing compulsory education, whichever is most stringent.

Supplier partners must ensure that any workers under [18 years of age] shall be protected from working overtime, night shifts, hazardous work, and that their tasks shall respect boundaries set out by legal requirements and best practices.

- Forced Labour and Recruitment

Supplier partners shall not subject their workers to forced, coerced, trafficked, bonded, or involuntary labour of any kind. Workers should have freedom of movement outside normal working hours, unless there are legitimate safety or security issues that might threaten their health, safety, or well-being. Workers should be recruited through ethical and legal means whereby all recruitment is free from all forms of involuntary labour, slavery, trafficking and debt bondage.

- Hours of Work

Supplier partners shall not allow their workers to work more than the regular and/or overtime hours allowed by local law and are provided the legally mandated weekly rest period. All overtime work shall be consensual and free from reprisal, if declined.

- Health and Safety

Supplier partners must ensure that their workers have a safe and healthy work environment, subject to a robust health and safety management system that is compliant with all governing health and safety laws and regulations and is aligned with applicable international standards and industry best-practice.

- Housing

Supplier partners undertake that workers, when provided with accommodation, will have living conditions that are safe, clean, hygienic, and habitable, with consideration for their physical and mental health and well-being. No unreasonable restriction shall be imposed on a workers' freedom to move in and about (including entering or exiting) such accommodation.

- Compensation

Supplier partners commit to pay their workers their legal wages regularly and on time, and that the latter will receive all benefits to which they are entitled to in accordance with the law and contractual arrangements. Supplier partners extend this commitment to their own subcontractors who shall be paid accurately and on time.

- Freedom of Association

Supplier partners shall recognise and respect the rights of workers to form and join employee associations, or from refraining from doing so, without interference or fear of reprisal, intimidation or harassment. Supplier partners must foster a working environment where workers can openly communicate and share ideas and concerns with management regarding working conditions and management practices.

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## Environment and Community

- Respect for the Environment

PT Hero Supermarket Tbk does business with supplier partners who share our vision and commitment to preserving the environment. Supplier partners must have policies and procedures in place to manage and minimise their environmental impacts. This includes resource consumption, as well as water and air emissions. Additionally, supplier partners must meet all requirements related to chemical restrictions, safety labelling, handling, and storage of approved substances while preventing or mitigating the release of chemicals and hazardous materials.

- Community

PT Hero Supermarket Tbk encourages and aligns with supplier partners who are engaged in their communities. By investing in infrastructure and creating education opportunities we take a leadership position alongside our supplier partners in promoting social development in the communities where we work and live.

- Subcontractors

Supplier partners must ensure that their subcontractors are made aware of and adhere to this Code.

## Data Protection and Confidentiality

- Confidentiality

Supplier partners must maintain and keep in confidence all sensitive, proprietary and confidential information of PT Hero Supermarket Tbk (the “PT Hero Supermarket Confidential Information”). At a minimum, supplier partners shall employ the same standard of care it uses for its own proprietary and confidential information to protect the PT Hero Supermarket Tbk Confidential Information.

PT Hero Supermarket Tbk retains full ownership of the PT Hero Supermarket Confidential Information, and the same shall not be used in any way other than as expressly agreed with or allowed by the PT Hero Supermarket Tbk.

- Personal Data Protection and Information Security

PT Hero Supermarket Tbk recognises the value and importance of privacy, data and information security. Supplier partners are required to keep personal information of PT Hero Supermarket Tbk’s team members and customers confidential and secure, and to observe the legal and contractual requirements on their collection, transfer, processing, retention and destruction. Supplier partners must also comply with the PT Hero Supermarket Tbk’s information security requirements and to have adequate security controls in place at all times.

## Monitoring and Updating

- Audit Rights

PT Hero Supermarket Tbk expects its supplier partners to observe this Code, and reserves the right to audit supplier partners’ compliance from time to time. Any material non-compliance that we discover or become aware of could result in the PT Hero Supermarket Tbk ending its relationship with a supplier.

- Updates

We may, at any time and without prior notice to the supplier partners, update or change the terms of this Code at our sole discretion. In such an event, supplier partners will be notified of the changes with the posting of the amended Code at this <http://www.hero.co.id>.

For questions or concerns about this Code, including its application to specific circumstances in connection with your organisation’s performance of work for PT Hero Supermarket Tbk, or to report any suspected violations of this Code, please contact your PT Hero Supermarket Tbk representative or send an email to our secure PT Hero Supermarket Tbk “Speak Up” address at [speakup@DFIretailgroup.com](mailto:speakup@DFIretailgroup.com).

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### 3. Closing

Working as one DFI team, our commitments and expectations under this Code demonstrate how we work with each other, with our stores and with our supplier partners:

- o We put our customers first .... Always
- o We care passionately
- o We respect each other
- o We do the right thing