



CODE OF CONDUCT

INTERNATIONAL SUPPLIERS

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iHerb is committed to conducting business in a responsible and ethical manner. As such, the following code of conduct must be met by any Supplier that sells goods to or does business with iHerb.

Applicability

This Code of Conduct applies to all Suppliers that provide goods to iHerb. Supplier is responsible for compliance with the standards set out in this Code of Conduct ("Standards") throughout its operations and throughout its entire supply chain.

Without limiting Supplier's obligations hereunder, Supplier shall comply with the Standards in:

- All of its facilities
- All of its operations, including with respect to manufacturing, distribution, packaging, sales, marketing, product safety and certification, intellectual property, labor, immigration, health, worker safety, and the environment

Without limiting Supplier's obligations hereunder, Supplier is responsible for compliance with the Standards by all of its suppliers, vendors, agents, and subcontractors and their respective Facilities ("Partner(s)").

Supplier shall disclose to iHerb the names and contact information of its Partners at least 30 days before iHerb's first purchase order. Supplier shall notify iHerb the names and contact information of any new or former partners within 10 days of adding, changing, or eliminating any Partners.

Poster Display Requirements

It is important that Supplier's workers understand Supplier's obligations under this Code of Conduct. Therefore, Supplier shall display a poster ("Poster") containing a summary of the terms and conditions of this Code of Conduct in a common area of each of its facilities where goods destined for iHerb are manufactured, distributed, packaged or otherwise handled ("Facility(ies)"). Supplier shall prepare the Poster based on the form of Supplier Code of Conduct Poster, which is available at iherb.com/info/code-of-conduct. Supplier shall follow all instructions accompanying the form, including, instructions relating to poster size and font requirements.

Supplier shall post in a location that is conspicuous and accessible to its workforce an accurate translation of the Poster in the native language or languages of the workforce next to the English-language version of the Poster.

Supplier shall bear the entire cost of preparing, translating, and displaying the Posters.

Slavery and Human Trafficking

All labor must be voluntary. Supplier shall not support or engage in slavery or human trafficking in any part of its supply chain.

Without limiting Supplier's obligations hereunder, Supplier shall not, and shall ensure that its Partners do not, support or engage in, or require any:

- Compelled, involuntary, or forced labor
- Labor to be performed by children or individuals under the age of 18
- Bonded labor
- Indentured labor
- Prison labor

Compliance and Documentation

Supplier shall:

- Implement and maintain a reliable system to verify the eligibility of all workers, including:
 - Age eligibility
 - Legal status of foreign workers
- Implement and maintain a reliable recordkeeping system regarding the eligibility of all workers

Hazardous Work

Without limiting Supplier's obligations hereunder, Supplier shall not, and shall ensure that its Partners do not, support or engage in, or require any hazardous labor to be performed by any person under the age of 18. Hazardous labor involves any work, that by its nature or the circumstances in which the work is undertaken, involves the substantial risk of harm to the safety or health of the worker or coworkers if adequate protections are not taken.

Identification Papers

Without limiting Supplier's obligations hereunder, Supplier shall not require any worker to surrender control over original:

- Identification papers or documents giving a foreign worker the right to work in the country
- Identification papers such as a passport, giving a foreign worker the right to enter or leave the country
- Documents, such as birth certificate, evidencing the worker's age

Financial Obligations

Without limiting Supplier's obligations hereunder, Supplier shall not, whether or not as a condition to the right to work, require any worker (or worker's spouse or family member) to, directly or indirectly:

- Pay recruitment or other fees or other amounts (monetary or in-kind)
- Incur debt
- Make financial guarantees
- Incur any other financial obligation

Freedom of Movement

Without limiting Supplier's obligations hereunder, Supplier shall ensure that workers have the right to freedom of movement without:

- Delay or hindrance
- The threat or imposition of any discipline, penalty, retaliation, or fine or other monetary obligation

Worker freedom of movement rights include each worker's right to leave the Facilities without retaliation:

- At the end of each workday
- Based on reasonable health safety-related justifications

- Based on any reasonable circumstances, such as personal or family emergencies

Freedom to Terminate Employment

Without limiting Supplier's obligations hereunder, Supplier shall allow workers to terminate their employment or work arrangement:

- Without restriction
- Without the threat or imposition of any discipline, penalty, retaliation, or fine or other monetary obligation

Compensation and Benefits

Supplier must compensate all workers with wages, including overtime premiums, and benefits that at a minimum meet the higher of:

- The minimum wage and benefits established by applicable law
- Collective agreements
- Industry standards
- An amount sufficient to cover basic living requirements

Supplier shall make wage payments at least biweekly and provide benefits on a timely basis.

Supplier's obligation to compensate and provide benefits applies to all workers at all times, including during periods of training, apprenticeship, and probation.

Documentation

Supplier shall:

- Provide proof of payment to workers in the language required to be spoken as a prerequisite for employment, or in workers' native language, showing hours worked, wage amounts and rates (regular, overtime, and bonus), and deductions
- Ensure that proof of payment is accurate, is clearly calculated, and enables workers to quickly verify the amount of payment and method of calculation
- Maintain proper documentation of wage payments for their internal records

Deductions

Supplier shall not make any deductions from wages, except income tax withholding and those that are legally allowed.

Work Hours

Regular Work Hours

Supplier shall not require or allow workers to work more than the lesser of:

- 40 regularly-paid hours per week; or the maximum legally permitted number of regularly paid hours worked per week

Overtime Work Hours

Additional overtime hours are voluntary, and must not exceed:

- The maximum legally permitted number of overtime hours worked per week

Rest and Lunch Breaks

Supplier shall allow workers to take:

- Reasonable rest breaks, including bathroom breaks; and reasonable lunch breaks as mandated by law

Other Requirements

Supplier shall:

- Not require workers to work more than 16 hours per continuous 24-hour period
- Permit workers to take at least one regularly scheduled day off per seven-day schedule
- Not require workers who voluntarily work on their designated rest day to work on their designated rest day more than 2 weeks in a row
- Not require workers to work on nationally recognized or religious holidays
- Permit workers to take paid or unpaid leave as allowed by law
- Not require or ask workers to take work home

Documentation

Supplier shall:

- Use an industry-accepted time-keeping system to track worker work hours
- Develop work-hour policies to ensure compliance with this Code of Conduct and applicable law

No Discrimination, Abuse, or Harassment

Supplier shall not discriminate in hiring, compensation, training, advancement or promotion, termination, retirement, or any other employment practice based on race, color, national origin, gender, gender identity, sexual orientation, military status, religion, age, marital or pregnancy status, disability, or any other characteristic other than the worker's ability to perform the job. Supplier shall treat workers with respect and dignity. Supplier shall not subject workers to corporal punishment, or physical, verbal, sexual, or psychological abuse or harassment. Supplier must not condone or tolerate such behavior by its Partners.

Health and Safety

Supplier shall provide a safe, healthy, and sanitary working environment. Supplier shall implement procedures and safeguards to prevent workplace hazards, and work-related accidents and injuries, including procedures and safeguards to prevent industry-specific workplace hazards, and work-related accidents and injuries, that are not specifically addressed in these Standards.

General and industry-specific procedures and safeguards include those relating to:

- Health and safety inspections
- Equipment maintenance
- Maintenance of Facilities
- Worker training covering the hazards typically encountered in their scope of work
- Fire prevention
- Documentation and recordkeeping

Supplier shall provide workers adequate and appropriate personal protective equipment to protect workers against hazards typically encountered in the scope of work.

Facilities

Supplier shall:

- Ensure that all Facilities meet all applicable building codes and industry design and construction standards
- Obtain and maintain all construction approvals required by law
- Obtain and maintain all zoning and use permits required by law
- Without limiting Supplier's obligations hereunder, ensure that all Facilities have:
 - An adequate evacuation plan
 - Adequate, well-lit (including emergency lighting), clearly marked, and unobstructed emergency exit routes, including exits doors, aisles, and [fire-rated enclosed] stairwells
 - A sufficient number of emergency exit doors, which are located on all sides of each building, are unlocked (from the inside), and are readily opened [with a push bar with minimal force and] from the occupied side and swing in the direction of emergency travel
 - Visible and accurate evacuation maps posted in the local language, and including a "you are here" mark
 - Adequate ventilation and air circulation
 - Adequate lighting
 - Adequate first aid kits and stations
 - Adequate fire safety, prevention, alarm, and suppression systems
 - Adequate access to potable water
 - Adequate access to private toilet facilities

Post safety rules, inspection results, incident reports, and permits, in each case, as required by law.

If Supplier provides dining facilities for its workers, it shall provide safe, healthy, and sanitary facilities (including food preparation and storage areas) that comply with all the Standards set out in the Health and Safety section of this Code of Conduct. Without limiting Supplier's obligations hereunder, Supplier shall obtain and maintain all food preparation permits and health certificates required by law.

Freedom of Association and Collective Bargaining

Supplier shall respect, and shall not interfere with, the right of workers to decide whether to lawfully associate with groups of their choice, including the right to form or join trade unions and to engage in collective bargaining.

Without limiting Supplier's obligations set out above, Supplier shall not:

- Take any action to prevent or suppress the workers' exercise of freedom of association or collective bargaining rights
- Discriminate or retaliate against, or discipline or punish, any worker who supports or exercises freedom of association or collective bargaining rights
- Discriminate or retaliate against, or discipline or punish, any worker who raises collective bargaining compliance issues
- Discriminate or retaliate against, or discipline or punish, any worker based on union membership or the worker's decision to join or not join a union

Environmental Protection

Operation of Supplier's Facilities

Supplier shall operate its Facilities in compliance with all environmental laws, including laws and international treaties relating to:

- Waste disposal, emissions, discharges, hazardous and toxic material handling.

Inputs and Components

Supplier must ensure that the goods that it manufactures (including the inputs and components that it incorporates into its goods) comply with all environmental laws and treaties. Supplier must ensure that it will only use packaging materials that comply with all environmental laws and treaties.

Gifts and Entertainment

Supplier must maintain the highest ethical standards. Supplier must not offer cash, favors, gifts, or entertainment to iHerb's team members. Supplier shall also comply with US Foreign Corrupt Practices Act (FCPA) policy.

Report Violations

Supplier shall self-report any violations of the Code of Conduct. Supplier can also submit questions and comments regarding the Code of Conduct, to iHerb's liaison set out below:

See Vendor Compliance email under contact information for details.

Supplier shall not retaliate or take disciplinary action against any worker who has, in good faith, reported violations or questionable behavior, or who has sought advice regarding this Code of Conduct.

Compliance with Laws

Supplier shall comply with all applicable national and local laws and regulations, including laws and regulations relating to all the Standards. Where this Code of Conduct requires Supplier to meet a higher standard than set out by law or regulation, Supplier shall meet such higher standards. Supplier acknowledges that these Standards set out audit standards that iHerb may use to determine whether Supplier is meeting the requirements set out in this Code of Conduct.

Supplier acknowledges that iHerb may in its discretion conduct inspections of the Facilities to confirm Supplier's compliance with this Code of Conduct. iHerb has no obligation to conduct inspections.

Termination

iHerb may immediately terminate its business relationship (including any purchase order(s) and purchase contracts) with Supplier if Supplier or its Partners fail to meet this Code of Conduct.



CODE OF CONDUCT

DOMESTIC (USA) SUPPLIERS

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