

SUPPLIER CODE OF CONDUCT

APPLICABILITY

iHerb is committed to conducting business in a responsible and ethical manner. As such, the following code of conduct must be met by every supplier that sells goods to, or does business with, iHerb (“Supplier”). Suppliers are responsible for compliance with the standards set out in this Code of Conduct (“Standards”), and in accordance with applicable laws and regulations within the geographies where they operate, throughout its operations and supply chain. In instances where these Standards differ from applicable laws and regulations, Suppliers shall follow these Standards within the bounds of applicable laws and regulations.

LABOR AND EMPLOYMENT

Voluntary Employment

Suppliers shall not support or engage in slavery or human trafficking in any part of its supply chain. Suppliers shall not use forced, bonded or indentured labor, or involuntary prison labor.

Child Labor

Suppliers shall not use child labor. The employment of young workers below the age of 18 shall only occur in non-hazardous work and when young workers are above a country’s legal age for employment, or the age established for completing compulsory education. Employee files should be maintained with adequate data to verify the age of employees.

Freedom of Association and Collective Bargaining

Suppliers 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.

Non-Discrimination and Fair Treatment

Suppliers 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. Suppliers shall treat workers with respect and dignity. Suppliers shall not subject workers to corporal punishment, or physical, verbal, sexual, or psychological abuse or harassment.

Compensation and Benefits

Suppliers shall provide compensation directly to employees that includes wages, overtime pay, and benefits that meet or exceed the legal minimum standards. Where there is no legislated minimum wage, suppliers shall provide wages that are comparable to relevant standard industry wages. Compensation shall not be subject to deductions as a disciplinary measure.

Work Hours

Suppliers shall communicate with the worker the basis on which they are being compensated in a timely manner. Suppliers shall communicate with the worker on whether overtime is required and the wages to be paid for such overtime. Suppliers shall keep accurate records regarding employee working hours and vacation hours.

Freedom of Movement

Workers shall have unrestricted access to necessities such as clean drinking water and toilets during both work and non-work hours at the work site or in employer-provided or arranged housing. Workers’ freedom of movement shall not be unreasonably restricted. Workers shall not be physically confined to the workplace or in premises such as employer operated residences; nor shall any other coercive means be used to restrict workers’ freedom of movement or personal freedom.

HEALTH AND SAFETY

Safe Working Environment

Suppliers shall provide a safe, healthy, and sanitary working environment. Suppliers 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. Suppliers shall issue employees with the necessary personal protective equipment, at no cost, to protect their health, safety, and welfare. Suppliers shall monitor working environments to assess the exposure of workers and visitors to occupational health hazards, including, but not limited to, chemical exposure, dust, noise, and fumes.

Emergency Response

Suppliers must implement and train their employees on response systems, including emergency reporting, alarm systems, worker notification and evacuation procedures, worker training and drills, use of first-aid supplies, use of fire detection and suppression equipment, and location of accessible exit facilities. Suppliers must ensure all workers at their sites are provided such training.

ENVIRONMENT

Operation of Supplier’s Facilities

Suppliers shall operate its facilities in compliance with all environmental laws, including laws and international treaties relating to waste disposal, emissions, discharges, and hazardous/toxic material handling.

Manufactured Goods

Suppliers 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. Suppliers must ensure that it will only use packaging materials that comply with all environmental laws and treaties.

Origin Mapping

Suppliers must be capable of disclosing potential sources of primary origin associated with their products or services provided to iHerb. Suppliers may be requested for supply chain mapping back to the origin to facilitate assessment of upstream supply chain compliance.

ETHICS AND INTEGRITY

Bribery and Anti-Corruption

Suppliers must operate with integrity and comply with all laws and regulations of the countries of their operation, including, without limitation, anti-corruption and anti-bribery laws such as the U.S. Foreign Corrupt Practices Act. Suppliers shall not offer or accept any bribe, kickback, or favor, nor use any improper influence in dealing with government officials. Supplier shall not offer cash, favors, gifts, or entertainment to iHerb’s team members.

Conflicts of Interest and Self-Reporting; No Retaliation

Suppliers are expected to self-report any conflicts of interest and violations of these Standards. Conflicts of interest include any ownership or interest in Suppliers’ business by government officials or political parties, or close personal relationships with an iHerb employee. Supplier shall not retaliate or take disciplinary action against any worker who has reported violations or sought advice regarding these Standards.

Audits

iHerb may, at its discretion, audit Suppliers’ compliance with these Standards through commercially reasonable means that do not interfere with Suppliers’ business.