



## QUALITY POLICY

*At* Hygiene Fresh Fze , we are committed to manufacturing hygiene dispensers, and refills that meet the highest standards of quality, safety, and reliability. Our quality policy is designed to ensure that our products not only satisfy customer needs but also contribute to a fresh environment. Our approach to quality is guided by the following principles:

**Customer Focus :**

We prioritize understanding and fulfilling the specific needs and expectations of our customers. Our goal is to provide products that are both effective and easy to use, enhancing the overall customer experience.

**Product Excellence :**

We are dedicated to producing dispensers and refills that are durable, reliable, and efficient. Continuous research and development are at the core of our efforts to innovate and improve our product offerings.

**Compliance and Standards :**

We comply with all relevant legal, regulatory, and industry standards to ensure the safety and quality of our products.

**Continuous Improvement & Innovation :**

We foster a culture of continuous improvement by regularly evaluating and enhancing our processes and products. Feedback from customers actively sought and used to drive improvements. We research the market needs in various continent and adapt needs from the market and develop the product at reasonable pricing and service for the customer needs.

**Employee Empowerment :**

We believe that our employees are key to our success. We provide ongoing training and development to ensure they have the skills and knowledge needed to maintain high-quality standards.

**Supplier Partnership :**

We work closely with our suppliers to ensure that all materials and components meet our stringent quality standards. Long-term partnerships based on mutual trust and continuous improvement are cultivated with our suppliers.

**Sustainability and Environmental Responsibility :**

We are committed to sustainable practices that reduce environmental impact and promote resource efficiency. Our products are designed with environmental considerations in mind, including recyclability and the use of eco-friendly materials.

**Effective Communication :**

Transparent and effective communication is maintained with all, including customers, employees, suppliers, and regulatory bodies.

**Risk Management :**

We identify and manage risks that could impact the quality of our products through proactive risk assessment and mitigation strategies. We have plans are in place to address potential quality issues swiftly and effectively.

**Quality Objectives :**

We set clear, measurable quality objectives that align with our strategic goals and customer expectations. Regular review and adjustment of these objectives ensure they remain relevant and achievable.

**Health and Safety :**

We prioritize the health and safety of our employees and end-users by adhering to strict hygiene and safety standards throughout the manufacturing process. Every employee at Hygiene Fresh is responsible for upholding this quality policy and contributing to our culture of excellence.

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Managing Director



## ETHICS POLICY & CODE OF ETHICS

**Hygiene Fresh FZE** is dedicated to promoting a global lifestyle deeply incorporated with hygiene principles for a healthier world with a cleaner environment. As part of this commitment, we have established an Ethics Policy and Code of Ethics to guide our employees in maintaining the highest standards of ethical conduct. This document outlines the principles, values, and standards that govern our professional behaviour and decision-making processes.

### CORE VALUES:

**Integrity:** We are honest, transparent, and accountable in all our actions.

**Respect:** We treat everyone with dignity and respect, valuing diversity and inclusion.

**Responsibility:** We take responsibility for our actions and their impact on society and the environment.

**Excellence:** We strive for excellence in all that we do, continuously improving and innovating.

**Sustainability:** We are committed to sustainable practices that protect the environment and ensure the well-being of future generations.

### ETHICAL PRINCIPLES:

**Compliance with Laws and Regulations:** Employees must adhere to all applicable laws, regulations, and company policies. This includes, but is not limited to, anti-corruption laws, labor laws, environmental regulations, and health and safety standards.

**Conflict of Interest:** Employees must avoid situations where personal interests conflict, or appear to conflict, with the interests of Hygiene Fresh. Any potential conflicts must be disclosed to management.

**Confidentiality:** Employees must protect the confidentiality of sensitive information related to Hygiene Fresh, its customers, and its partners. Unauthorized disclosure of confidential information is prohibited.

**Fair Dealing:** Employees must deal fairly with customers, suppliers, competitors, and colleagues. We do not engage in unfair practices, including misrepresentation, fraud, or deception.

**Respect for Human Rights:** We respect and promote human rights, ensuring that our operations do not contribute to human rights abuses. This includes fair labor practices, non-discrimination, and the prohibition of child labor and forced labor.

### PROFESSIONAL CONDUCT:

**Workplace Behaviour:** Employees must maintain a professional and respectful workplace environment. Harassment, bullying, discrimination, and any form of abusive behaviour are not tolerated.

**Health and Safety:** We prioritize the health and safety of our employees, customers, and partners. Employees must adhere to all health and safety guidelines and report any unsafe conditions or practices.

**Environmental Responsibility:** We are committed to minimizing our environmental impact. Employees must follow sustainable practices, such as reducing waste, conserving energy, and promoting recycling.

**Product Quality:** We are dedicated to delivering high-quality products that meet or exceed customer expectations. Employees must adhere to quality standards and continuously seek to improve our products and processes.

**Innovation:** We encourage creativity and innovation in all aspects of our business. Employees are expected to contribute to the development of new ideas and solutions that enhance our products and services.

### ETHICAL DECISION-MAKING:

Employees are encouraged to use the following framework when making decisions:

**Identify the Issue:** Clearly define the ethical issue or dilemma.

**Gather Information:** Collect relevant information and facts.

**Consider the Impact:** Evaluate the potential impact of your decision on all stakeholders, including employees, customers, suppliers, and the environment.

**Evaluate Options:** Consider all possible options and their ethical implications.

**Make a Decision:** Choose the option that aligns with our core values and ethical principles.

**Take Action:** Implement the decision and communicate it effectively.

**Reflect and Learn:** Reflect on the outcome and learn from the experience to improve future decision-making.

### REPORTING AND ACCOUNTABILITY:

**Reporting Violations:** Employees are encouraged to report any violations of the Ethics Policy and Code of Ethics. Reports can be made confidentially and without fear of retaliation.

**Investigation:** All reports of unethical behavior will be thoroughly investigated. Appropriate disciplinary action will be taken based on the findings.

**Accountability:** Employees are accountable for their actions and decisions. Those who violate the Ethics Policy and Code of Ethics will face disciplinary measures, which may include termination of employment.

### TRAINING AND AWARENESS:

**Training Programs:** Hygiene Fresh provides regular training programs to ensure employees understand the Ethics Policy and Code of Ethics and can apply it in their daily work.

**Awareness Campaigns:** We conduct awareness campaigns to promote ethical behavior and highlight the importance of integrity and responsibility.

**Resources:** Employees have access to resources, such as guidelines and support from the Ethics Committee, to help them navigate ethical dilemmas.

### LEADERSHIP COMMITMENT:

**Role Modeling:** Leaders at Hygiene Fresh are expected to lead by example, demonstrating ethical behavior and decision-making.

**Support:** Leaders provide support and guidance to employees in understanding and adhering to the Ethics Policy and Code of Ethics.

**Communication:** Leaders communicate the importance of ethics and integrity, fostering a culture of openness and trust.

### CONTINUOUS IMPROVEMENT:

**Feedback:** We welcome feedback from employees, customers, and partners to improve our Ethics Policy and Code of Ethics.

**Review:** The Ethics Policy and Code of Ethics is reviewed regularly to ensure it remains relevant and effective in addressing new challenges and opportunities.

**Adaptation:** We adapt our policies and practices in response to changes in the legal, social, and business environment.

Hygiene Fresh is committed to maintaining the highest standards of ethical conduct in all aspects of our business. By adhering to this Ethics Policy and Code of Ethics, we ensure that we operate with integrity, respect, and responsibility, contributing to a healthier world with a cleaner environment.

A stylized, handwritten signature in black ink, appearing to read "John", is positioned above the title "Managing Director".

Managing Director



## CORPORATE SOCIAL RESPONSIBILITY (CSR) POLICY

CSR is defined as the integration of social, labor and human rights and governance, safety and environmental concerns of our business operations and values, whereby the interests of all stakeholders including investors, customers, employees, the community and the environment are reflected in the company's policies and actions.

### COMMITMENT AND AIMS:

Hygiene Fresh is committed to:

Continuous improvement in our Corporate and Social Responsibility (CSR) strategy by encouraging our business partners to implement CSR

Continually improving our performance and meeting all applicable legislation;

Introducing procedures to assist with implementing CSR. Procedure required to cover below sections

The CSR policy is to make clear to all stakeholders what Hygiene Fresh mean by CSR and how Hygiene Fresh proposes to work towards implementing and achieving CSR. The CSR policy applies throughout all activities of the company.

Hygiene Fresh recognize that CSR embraces all aspects of sustainable development and social issues which are of most relevance to Identity and decide at what stage this CSR policy could most effectively and legally be included.

Hygiene Fresh shall operate in a way that safeguards against unfair business practices.

Hygiene Fresh believe that a responsible approach to developing relationships between companies and communities they serve, national and international, is a vital part of delivering business success.

When carrying out our business, Hygiene Fresh will determine the environmental, social and economic issues.

Hygiene Fresh will continually review all policies and business practices to encourage engagement with business partners and to promote development.

### CORPORATE GOVERNANCE

Hygiene Fresh is committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards.

All the laws that regulate and apply will be complied with.

Hygiene Fresh endeavor to ensure that stakeholders have confidence in the decision-making and management processes of the service provided, by the conduct and professionalism of all staff. Identity do this by continually training and developing our staff.

All groups and individuals with whom Hygiene Fresh have a business relationship will be treated in a fair, open and respectful manner.

Feedback on performance will be actively sought, and Hygiene Fresh will encourage customers to give feedback on our performance and ensure that all customer comments are analyzed, responded to and where appropriate, acted upon;

An Action Plan will be developed to ensure continuous improvement is achieved.

### ENVIRONMENTAL SUSTAINABILITY

Hygiene Fresh objective is to endeavor to reduce the impact on the environment through a commitment to continual improvement.

Hygiene Fresh will continue to work with our partners to reduce their impact on the environment.

Hygiene Fresh will by applying responsible care to all activities, assess the environmental impact and report against these findings and report openly to all stakeholders.

Reduce waste and promote recycling in our operations.

Implement energy-efficient practices and reduce carbon footprint.

Use sustainable materials in our products and packaging.

### HUMAN RIGHTS

Hygiene Fresh aim to support and respect the protection of internationally proclaimed human rights;

All partners are actively encouraged to observe international human rights norms within their work.

Hygiene Fresh ensures there is no discrimination according to race, color, religion, age, gender, marital status, ethnic origin, or nationality, always bearing in mind national legislations and cultural factors. The Employees should treat others with respect and avoid situation that may be seen, as inappropriate.

Hygiene Fresh will not tolerate any action, conduct, or behavior, which is humiliating, intimidating, or hostile.

Hygiene Fresh is committed to ensuring that the working conditions and hours as per the UAE Federal laws

Hygiene Fresh is committed to ensure the prohibition of people working under fifteen years as per the UAE federal law no 8 (Section 2 article 20)

### ETHICS AND ETHICAL BUSINESS

Hygiene Fresh committed to strictly monitor and ensure that employees to avoid at all time any situation, which may involve a conflict of interest between the employee and the company.

Employees are prohibited from offering, accepting, or soliciting bribe, gift in the form of money, or in kind including entertainment and paid employment in other companies in return to influence a business decision.

Hygiene Fresh ensures its business is free from the influence of bribery and corruption. Our businesses shall work against corruption in all its forms including extortion, bribery and money laundering.

Hygiene Fresh is committed to fair and open competition. Under no circumstances Hygiene Fresh will not engage in anti – competitive practices or activities in violation of anti – trust laws and directives. (Federal Law No. 4 of 2012 on the Regulation of Competition)

Hygiene Fresh is committed to ensuring that the welfare of workers and labor conditions within our supply chain meet or exceed recognized standards.

The Company has adopted a grievance procedure to provide employees, who consider that they have a problem, or complaint about their work with a mechanism for resolving the issue fairly and speedily.

A handwritten signature in black ink, appearing to read "John", is written over a white background.

Managing Director



## NO CHILD AND FORCED LABOR POLICY

**Hygiene Fresh FZE** is committed to ethical business practices and upholding the highest standards of human rights. Located in the Sharjah International Airport Free Zone (SAIF Zone), Sharjah, UAE, we strictly adhere to international labor laws and the national regulations outlined by the UAE government. This policy outlines our stance and the measures we take to prevent child and forced labor within our operations and supply chain.

### SCOPE:

This policy applies to all employees, contractors, and suppliers of Hygiene Fresh. It covers all aspects of our operations, including recruitment, employment, and partnerships.

### LEGAL FRAMEWORK:

Hygiene Fresh complies with: UAE Federal Law No. 8 of 1980 on Labor Law, which prohibits child labor and outlines penalties for forced labor. ILO Conventions No. 138 (Minimum Age) and No. 182 (Worst Forms of Child Labour). The United Nations Guiding Principles on Business and Human Rights.

### POLICY STATEMENTS:

**MINIMUM AGE FOR EMPLOYMENT:** Hygiene Fresh prohibits the employment of individuals below the age of 18. In line with UAE laws, we ensure that no one under this age is employed in any capacity.

**VERIFICATION OF AGE:** All potential employees must provide valid identification documents, such as passport, or national ID card, to verify their age before employment.

Hygiene Fresh conducts thorough checks to ensure the authenticity of these documents.

**VOLUNTARY EMPLOYMENT:** Hygiene Fresh strictly prohibits any form of forced labor. This includes debt bondage, human trafficking, and any other practices that compel individuals to work against their will. No employee is forced to work against their will or under threat of penalty. Employment relationships are based on mutual consent. Hygiene Fresh does not employ or benefit from the use of prison labor in any form. Foreign migrant factory workers not be required to pay employers' or agents' recruitment fees or other related fees for the purpose of being hired or as a condition of employment. Hiring process will not outsource to any agents, all recruitment will be carried directly by Hygiene Fresh.

**FREEDOM OF MOVEMENT:** Employees have the right to leave the premises and their jobs freely, without any unreasonable restrictions.

**IDENTIFICATION DOCUMENTS:** Original copies of employee's government-issued identification (Emirates ID) or travel documents (Passport/Visa), educational certificates are not held by Hygiene Fresh. All employees are provided with clear and understandable employment contracts that outline their rights, duties, and compensation. Contracts are written in a language understood by the employee and signed voluntarily.

**FAIR TREATMENT:** Any disciplinary measures do not include financial penalties or deductions from wages. All forms of physical punishment, harassment, and intimidation are strictly prohibited.

**EMPLOYMENT DECISIONS:** Hiring, promotion, and termination decisions are made solely on the basis of qualifications, performance, and ability to perform the job.

**PREGNANCY TESTING:** Employees are not required to undergo pregnancy tests, and no employment decisions are made based on pregnancy status.

### SUPPLIER COMPLIANCE:

Hygiene Fresh will not tolerate the use of unlawful child labor or forced labor and will not accept products or services from suppliers, subcontractors, or business partners (collectively referred to as "Suppliers") that employ or utilize child labor or forced labor in any manner. Hygiene Fresh's Suppliers shall not employ or utilize in any manner any individual below the minimum employment age set by national law.

### IMPLEMENTATION:

#### AWARENESS AND TRAINING:

Employee Training: Regular training programs are conducted to educate employees about the policy and their rights.

Supplier Training: Suppliers are informed about our policy and are required to adhere to the same standards.

### IMPLEMENTATION:

#### MONITORING AND AUDITS:

Internal Audit - Regular audits are conducted to ensure compliance with this policy.

Third-Party Audits- Independent third-party audits are carried out to verify compliance within our supply chain.

**REPORTING MECHANISMS:** Whistleblower Protection: Individuals who report violations in good faith are protected from retaliation.

### RESPONSIBILITIES

Management: Responsible for ensuring the implementation and adherence to this policy.

HR Department: Handles recruitment processes and verifies age and work conditions.

Suppliers: Must comply with Hygiene Fresh's policy on child and forced labor.

### CONSEQUENCES OF NON-COMPLIANCE

Internal Disciplinary Actions: Non-compliance by employees may result in disciplinary actions, including termination.

Supplier Penalties: Suppliers found in violation of this policy may face contract termination and legal actions.

### CONTINUOUS IMPROVEMENT

Policy Review: This policy is reviewed annually and updated as necessary to ensure ongoing compliance and effectiveness.

Stakeholder Engagement: We engage with stakeholders to continuously improve our practices and address any concerns.

### CONCLUSION

Hygiene Fresh is dedicated to maintaining a workplace free from child and forced labor. We believe in fair treatment, respect, and the protection of human rights for all individuals associated with our business.

A stylized, handwritten signature in black ink, appearing to read "John", is positioned above the title "Managing Director".

Managing Director





## HEALTH, SAFETY & ENVIRONMENTAL (HSE) POLICY

**Hygiene Fresh FZE** is committed to a Policy for Continual Improvement in the performance of our Occupational Health & Safety and Environmental Management System for our services.

We are committed to comply with our customers' HSE requirements and applicable legislation and regulations.

We are committed to provide continual improvement in our business processes by regular establishment and review of HSE objectives and targets. We are also committed to implement, maintain and continually improve our HSE Management system and HSE performance thereby upholding this HSE policy and achieve:

Commitment for Environmental friendliness and protection and prevention of pollution

Safe and Healthy Workplaces specifically to prevent work-related injury and ill health and ensure workplaces are appropriate to the context of our organization and the specific nature of our HSE risks and opportunities.

Elimination of workplace hazards and reduces HSE Risks.

Green and gracious practices endeavor to protect the environmental aspects and reduce the impact of global warming.

Involvement of consultation and participation of workers.

Meeting the HSE needs and expectations of interested parties.

We ensure that the HSE Policy is communicated and understood within the organization inclusive of workplaces and available to interested parties. We review the HSE Policy annually for its continuing suitability and appropriateness and accordingly revised if required.

Managing Director

## NON-DISCRIMINATION POLICY

**Hygiene Fresh FZE** is committed to providing a work environment that promotes equality and prohibits discrimination. This policy outlines our commitment to non-discrimination and applies to all employees, applicants, contractors, and partners.

### POLICY STATEMENT

Hygiene Fresh does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

### SCOPE

This non-discrimination policy applies to all aspects of employment, including recruitment, hiring, promotion, termination, compensation, benefits, training, and working conditions.

### KEY PRINCIPLES

**Equal Opportunity Employment :** All employment decisions at Hygiene Fresh are based on business needs, job requirements, and individual qualifications without regard to the aforementioned protected characteristics.

**Anti-Harassment:** Any form of harassment based on race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status is strictly prohibited.

**Reasonable Accommodations:** Hygiene Fresh will provide reasonable accommodations to qualified individuals with disabilities, unless doing so would result in undue hardship.

**Reporting and Resolution:** Employees are encouraged to report any incidents of discrimination or harassment to their immediate supervisor or the Human Resources department. All complaints will be taken seriously and investigated promptly.

**Disciplinary Actions:** Any employee found to have engaged in discriminatory behavior will face disciplinary action, which may include termination of employment.

**Implementation and Monitoring:**

The Human Resources department is responsible for implementing and monitoring compliance with this policy.

Regular training sessions will be conducted to ensure all employees understand and adhere to the policy.

Annual reviews of the policy will be conducted to ensure its effectiveness and compliance with applicable laws and regulations.

### CONCLUSION

Hygiene Fresh is dedicated to fostering a diverse and inclusive workplace where every individual is respected and valued. We believe that our commitment to non-discrimination is essential to our success and aligns with our core values.

Managing Director