



# GLOBAL SUPPLIER AND VENDOR HANDBOOK

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## INTRODUCTION

Ontex is a leading international personal hygiene group. We engineer and make high quality products for Baby Care, Feminine Care and Adult Care and are the partner of choice for consumers, retailers, and institutional and private healthcare providers around the world.

## PURPOSE OF THE HANDBOOK

At Ontex we value the relationships we build with our suppliers and vendors as essential partners in achieving mutual success. To enhance the transparency and efficiency of our collaboration and ensure that we work respecting the same values, we have developed the Ontex Global Supplier and Vendor Handbook.

This handbook serves as a guideline and provides an overview of our general requirements in terms of product safety, supplier quality, and sustainability.

The ultimate goal is to ensure a reliable supply of high-quality products and sustainable practices.

## SCOPE

### IN SCOPE

All suppliers and vendors offering us materials which can end up in the hands of our consumers are in scope of this handbook (raw materials and packaging, traded and outsourced goods suppliers, ...).

### OUT OF SCOPE

Product and services offered to Ontex to ensure activity continuity but not present in the end product sold by Ontex are out of this scope.

Commercial requirements related to price, volume or negotiations are not part of the scope of this document either.

## TERMS AND DEFINITIONS

<b>Vendor</b>	Companies that supply parts, materials, or services to Ontex.
<b>Supplier</b>	A vendor manufacturing site. Each vendor manufacturing site is considered as a different supplier with a different supplier allocation in Ontex data systems.
<b>Trader</b>	A person or company whose business is buying and selling or bartering.
<b>Outsourced production</b>	Manufacturers producing from materials delivered by or under the authorization of Ontex
<b>Co-packer/Co-manufacturer</b>	A company that manufactures and/or packages products for Ontex which will be marketed and distributed by Ontex, as though the products were manufactured directly by Ontex.
<b>Traded and outsourced goods</b>	Finished products sold by Ontex but produced by external partners.
<b>Direct spend vendor</b>	Manufactures and assembles raw materials needed for a product that is directly shipped to a customer (for example, super absorber polymer (SAP), fluff, non-woven, PE film, tapes, packaging...)
<b>Indirect spend vendor</b>	Provides services or any goods that are not shipped to an end customer (for example, transportation, warehousing, utilities, MRO parts, office supplies, lab services...)





## OUR REQUIREMENTS

The following section describes our requirements for supplier quality standards, code of conduct, environmental impact, ethical and sustainable sourcing, compliance with relevant regulations and certifications, but also invoice requirements and terms and conditions.

**Disclaimer:** Depending on the item purchased and related risks, we may **divert from the general requirements listed** in this document.





## QUALITY STANDARD REQUIREMENTS

As an extension to our own operations, we rely on our suppliers to provide materials, products and services which meet all the requirements as stated in our specifications and our supplier quality manual.

The purpose of the **Ontex Supplier Quality Expectations Manual** is to inform Ontex suppliers of the core expectations we have regarding the supplier's quality management systems (QMS), product safety risk assessment, good manufacturing practices (GMPs relating to e.g., glass/brittle plastics, sharp tools, hygiene, pest control, cleaning and housekeeping), design requirements, and manufacturing process controls required for the purpose of doing business with Ontex.

This manual applies to all suppliers providing Ontex with raw materials, packaging, finished goods and trading goods purchased by and delivered to Ontex by the supplier or by any of its affiliates or sub-contractors.

## SUPPLIER CODE OF CONDUCT

Our **Supplier Code of Conduct** explains what Ontex expects from suppliers with regards to business ethics, human rights, health, and safety and environment.

We expect our suppliers to share the environmental, social and governance requirements which are expressed in this Supplier Code of Conduct and to replicate these standards further down the supply chain.

Signing the Supplier Code of Conduct is mandatory to start the business relationship. [Supplier Code of conduct](#)

## ETHICAL SOURCING

Our **Ethical Sourcing Requirements** document aims to further elaborate on our social audit requirements for our suppliers which are mentioned in our Supplier Code of Conduct, zooming in on the scope of the social audits, accepted audit schemes, and results.

We use a risk-based approach, focusing on suppliers located in risk countries.

[Ethical Sourcing](#)







## SUSTAINABLE SOURCING

In our Sustainable Sourcing Policy for Renewable Raw Materials, we aim to set out a general framework for traceability and sustainable origin of renewable raw materials.

Suppliers of wood- and cotton-based materials and other materials of renewable origin shall ensure the requirements pertaining to the sustainable origin and supply chain are met. This document specifies which third-party certifications can help in assuring compliance with our standards.

[Sustainable sourcing for renewable RM](#)

## ENVIRONMENTAL MANAGEMENT SYSTEM

Vendors shall operate in an environmentally responsible and resource-efficient manner. They must adopt and implement a documented environmental management system (EMS), preferably at levels specified in the current ISO 14001 certification, including, at minimum:

- An environmental and/or sustainability policy
- A documented investigation of the current environmental impact and description of how these impacts are being managed
- Documented environmental targets and performance against the targets
- Documented register of applicable environmental legislations
- Documented procedure on environmental incidents/accident handling



Without a documented EMS it is not possible to collaborate with Ontex.



## CARBON EMISSIONS

Ontex sets ambitious carbon reduction targets. We expect all our vendors to actively contribute to our common journey and to work to reduce their emissions in terms of energy and electricity involved in the manufacturing of our products, transportation and sourcing of goods supplied.

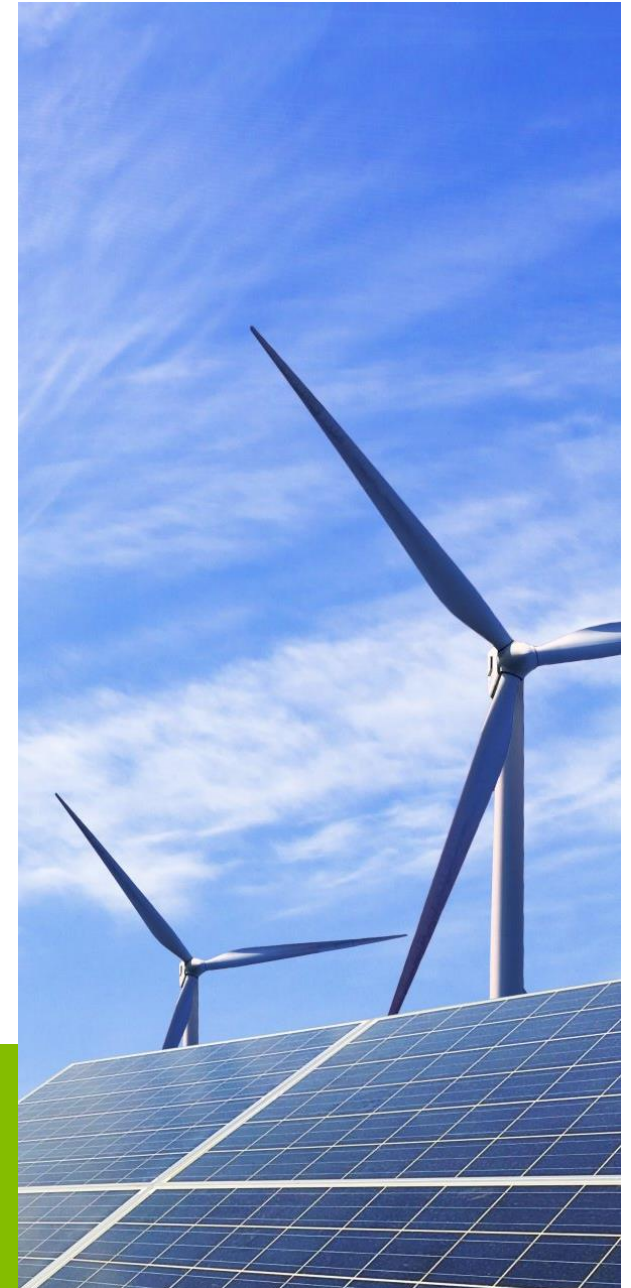
Vendors must have a climate strategy in place including a carbon transition plan with defined activities and goals for improving energy efficiency and reducing climate impact.

We expect from our suppliers to set a science-based target by 2025 and communicate the progress on an annual basis.

## SUPPLY CHAIN DISCLOSURE

Facing more stringent regulatory requirements for sustainability due diligence across all tiers of the supply chain, we ask our suppliers to openly disclose all manufacturing locations down to the primary raw material origin.

This information enables Ontex to conduct the sustainable sourcing risk assessment. Based on the results of this assessment, Ontex may request additional information to refine the risk categorization and implement measures to mitigate and/or prevent risk.





## REGULATORY COMPLIANCE

Vendors must comply with relevant legislation and demonstrate such compliance upon request, taking into account that our product offering belongs to, depending on the region, the following categories:

- Consumer goods
- Medical device Class I and Class IIa (EU)/Class I and Class II (US)
- Cosmetic products (told manufacturing)

To ensure product safety and regulatory compliance we ask our vendors to respect a series of mandatory regulations and standards relevant to our product categories, the type of raw materials, and the intended market, although the product may have originally been created for other sectors.

[Ontex regulatory requirement document](#)





## PRODUCT SAFETY

Ontex works systematically with product safety measures to ensure its final products are safe for consumers/end users. A crucial part of these measures is to guarantee that the delivered raw materials are safe.

In order to assess finished product safety and compliance to relevant regulations, it will be required for all new raw materials, and then every 3 years, to provide the following documentation:

- **Safety data sheet**
- **Ontex Conformity Declaration**
- **Raw material information form**  
(detailed composition including additives)
- **Trace chemical report** (as defined in chapter 3 of the Ontext Conformity Declaration document)
- **Biocompatibility evaluation** for material with direct skin contact  
(cytotoxicity, irritation, sensitization)

Without this set of documentation, raw materials cannot be used by Ontex manufacturing sites.





## TRANSPARENCY ON PRODUCT COMPOSITIONS

As mentioned in the ISO 10993 guidance document, the first step to evaluate the safety of a medical device is to collect information about all intentionally and non-intentionally added substances. Having access to the detailed composition of our finished goods allows us to conduct a risk assessment and define what we expose our consumers and workers to (exposure-based risk assessment). This is a crucial step to address the safety profile of our finished goods. Ontex applies this approach to all product categories.

These requirements are also established to ensure compliance with regulations implemented in the USA applicable to medical devices. The Menstrual Products Right to Know Acts enacted in 2021 in New York (NY A3617) and in 2023 in California (AB 1989), require companies to list all intentionally added ingredients on packaging. And at least six other states have introduced legislation to address safety and disclosure of ingredients in these products.

Therefore, **all Ontex vendors will be asked to provide a complete composition list, including the chemical abstracts service (CAS) numbers for all raw materials, additives and impurities** (e.g., residual monomers). We require full transparency to evaluate theoretically the full composition of finished products and define which chemicals need to be labelled.

Understanding that this information is highly sensitive/confidential, we are willing to sign a confidentiality agreement to ensure the restricted sharing of the information with the persons responsible for performing the product safety assessment, and only for the purpose of assessing the health and safety aspects of the raw material.

In addition to these requirements, and to avoid the presence of substances of concern, we have created a **restricted substances list** for both [materials](#) and [packaging](#) (available on [hyperlink underline](#)).





## **SOURCING AND CONTRACTING REQUIREMENTS**

We believe that transparency in business transactions with vendors is the best way to build mutual trust. We select our vendors based on our well-established and multi-dimensional sourcing process, ensuring that our requirements are fulfilled.

### **1. LANGUAGE**

As Ontex operates in an international environment, our corporate language is English. All communication with vendors in the sourcing process must be conducted in English, and all formal documents should be in English.

If the local language is a regulatory requirement, dual language documentation may be generated, but English will always prevail.

## 2. REGISTRATION AND VENDOR ONBOARDING

Our vendor onboarding process is a critical step that involves gathering necessary data, enabling participation in the sourcing process, and obtaining approval to become a vendor to Ontex.

To ensure a fair and objective selection process, our dedicated sourcing teams manage the process in accordance with Ontex's sourcing process and policy. Vendors may also be asked to register their company profile on our e-sourcing platform.

Note that a completed vendor profile is not a guarantee that a vendor will receive an invitation to participate in any sourcing activity. However, it will make the vendor's information available for our sourcing teams for potential future business opportunities.

## 3. SOURCING AND CONTRACTING

### • Manual request for proposal/quotation

Potential vendors will be invited to participate in the proposal/quotation process. Vendors are required to use the Ontex forms supplied in RFQ, including detailed cost breakdowns. During the proposal/quotation process, failure to use Ontex documents or failure to provide a

detailed cost breakdown structure may result in disqualification from further consideration.

### • Electronic request for proposal/quotation (eRFx)

Ontex may utilize an e-sourcing platform to collect information and proposals from potential vendors. This platform ensures consistent and professional treatment of all potential vendors, provides our sourcing managers with the latest templates and information, and promotes process compliance through a transparent and recognizable interface.

In this case, vendors are required to use the e-sourcing platform to complete all required forms, and documents (including providing detailed cost breakdowns) when submitting the proposal/quotation.

Additionally, an e-auction may be used as a supporting tool in the sourcing process.







#### 4. RISK, TERMS, AND CONDITIONS

- **Supplier due diligence**

As part of the vendor selection process, we may conduct due diligence activities, including vendor screening and third-party risk management. These efforts help us to identify and assess potential risks to our business operations. We review vendors' financial health, reputation, compliance with applicable laws and regulations, and the scope and effectiveness of their operations and related controls.

If requested at any time during the process, vendors are expected to fill in the necessary questionnaire(s) to the best of their ability. All data/information provided should be accurate and to the best knowledge of the company. We reserve the right to audit any information submitted.

Additionally, vendors must operate in accordance with our sustainability principles as specified in our [Supplier Code of Conduct](#). See [page 7](#) for more information.

In exceptional cases, the supplier's own code of conduct may be accepted.

- **Non-disclosure agreement (NDA)**

All Ontex vendors are required to sign an NDA before entering the vendor selection process. The NDA is mandatory and non-negotiable as it secures the rights of Ontex and the vendor concerning the disclosure of classified information about both parties.

- **Unified agreement template**

Ontex applies a [standard contract template](#) when engaging with vendors. The vendor's willingness to comply with the terms and conditions included in Ontex's standard agreement is one of the criteria for choosing our vendors.

Please find here the link to our [General Terms and Conditions for purchasing goods and/or services](#).