

Global Supplier and Vendor Handbook

2026 Edition

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Ontex
Here for you.

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Introduction

At Ontex, we work in close partnership with our suppliers to deliver safe, high-quality, and sustainable products through clear standards, regulatory compliance, and full transparency across our global supply chain.

Ontex is a global leader in personal hygiene, delivering high-quality Baby Care, Feminine Care, and Adult Care products to consumers, retailers, and healthcare providers in Europe and North America.

This handbook serves as a comprehensive guide for vendors and their manufacturing sites (“suppliers”), outlining the standards and principles that govern our collaboration across all markets where Ontex operates.

The 2026 edition highlights our commitment to proactive compliance, supplier partnership, and transparency, incorporating updates on PFAS phase-out, Extended Producer Responsibility (EPR) programs, full chemical disclosure, and ethical sourcing requirements. These priorities are aligned with the three pillars of Ontex’s sustainability strategy — **“Better for People, Better for Planet, Better for Business”** — which frame our approach to responsible and resilient business practices.

Purpose of the Handbook

Our suppliers and vendors are key partners in achieving mutual success. This handbook guides collaboration by defining how regulatory compliance, ethical conduct, product safety, and sustainability are applied in practice.

It serves as a practical reference for vendor and supplier onboarding, qualification, and periodic review, outlining requirements that apply both the company (vendor) and manufacturing site (supplier) level.

The ultimate goal is a reliable, compliant, and sustainable supply of high-quality products, strengthening long-term partnerships built on trust, accountability and shared responsibility.





Scope

> In SCOPE

This handbook applies to all vendors and their manufacturing sites (“suppliers”) that provide materials, products, or services to Ontex.

This includes:

- **Direct spend**

Vendors and suppliers providing raw materials, packaging, traded goods, and outsourced products that may be incorporated into Ontex products and ultimately reach consumers.

- **Indirect spend**

Vendors and suppliers providing products or services that support Ontex operations and business continuity but are not physically present in the final product sold by Ontex.

Sub-tier suppliers (Tier 2 and beyond) that provide goods or services which may impact product composition, quality, safety, or regulatory compliance are also expected to comply with the principles set out in this Handbook.

> Out of SCOPE

Commercial aspects such as pricing, volume, and negotiation processes are managed separately and are therefore not part of this document.

This Handbook applies globally. Regional or local regulatory requirements (e.g., U.S. CPSIA, US FDA, CA Prop. 65, Canadian Chemical Regulations) may apply in addition, depending on the market destination of the final product.

Terms and definitions

Vendor	Companies that supplies parts, materials, or services to Ontex.
Supplier	A vendor manufacturing site. Each vendor manufacturing site is considered a separate supplier in Ontex systems and holds distinct compliance and quality responsibilities.
Sub-tier supplier	Any company that provides materials, components, or services to an Ontex supplier that directly or indirectly influence the composition, performance, quality or regulatory compliance of Ontex products.
Trader	A person or company whose business involves buying and selling goods.
Outsourced production	Manufacturing activities performed by external partners using materials delivered by or under the authorization of Ontex.
Co-packer / Co-manufacturer	A company that manufactures and/or packages products for Ontex that are marketed and distributed by Ontex as if manufactured directly by Ontex.
Traded & Outsourced goods	Finished products sold by Ontex but produced by external partners.
Direct spend vendor	A vendor that manufactures and assembles raw materials or components that are incorporated into products shipped to customers (e.g., superabsorbent polymer (SAP), fluff, nonwovens, polyethylene (PE) film, tapes, packaging...)
Indirect spend vendor	A vendor that provides services or goods not shipped to end customers (e.g., transportation, warehousing, utilities, MRO parts, office supplies, laboratory services...)



Our Requirements

This section outlines Ontex's requirements for supplier quality standards, code of conduct, environmental impact, ethical and sustainable sourcing, regulatory compliance, and relevant certifications. It also includes requirements related to invoicing, terms, and conditions.

Depending on the nature of the products or services supplied and the associated risk profile, Ontex may apply requirements that differ from or go beyond **the general provisions** set out in this Handbook.

Suppliers are expected to actively monitor evolving regulatory and sustainability requirements applicable to their products and operations and to promptly inform Ontex of any potential impacts on compliance.



Direct Spend

Indirect Spend

1

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, trading goods and services (storage, distribution, transport, Co-packing, lab testing, calibration, pest control, laundry and similar services with impact on product quality and product safety) purchased by and delivered to Ontex by the supplier or by any of its affiliates or sub-contractors.



2

Direct Spend

Supplier Due Diligence Program

*For 2026, the scope of the Supplier Due Diligence Program will cover all raw material and outsourcing suppliers located in **high-risk countries**.*

At Ontex, we are committed to respecting human and labor rights in line with recognized international standards and guidelines. Central to this commitment is our Supplier Due Diligence Program, which enables us to understand our value chain and proactively identify, assess, prevent, mitigate, and remediate potential or actual adverse human rights and environmental impacts.

We apply a risk-based due diligence approach across our own operations and our value chain. Through our Supplier Due Diligence Program, we seek to identify, prevent, mitigate, and address actual and potential human rights impacts that may be caused by, contributed to, or directly linked to our activities and business relationships. Social audits are used as one of the tools to support risk identification, assessment, and ongoing monitoring.

Compliance with [Ontex's Human Rights Policy](#), [Supplier Code of Conduct](#), and [Ethical Sourcing Requirements](#) is mandatory for all suppliers within the scope of this program. These documents form an integral part of the contractual relationship

between Ontex and its suppliers and set binding obligations relating to human rights, labor standards, ethical conduct, and environmental responsibility.

Ontex also publicly discloses its progress annually through its [Modern Slavery Statement](#), highlighting key human and labor rights risks within our industry and the actions we are taking to address them. Suppliers are expected to actively participate in this process and to collaborate with Ontex to resolve any identified issues.



2.1 Supplier Code of Conduct

The **Supplier Code of Conduct** defines Ontex's expectations for suppliers in relation to business ethics, human and labor rights, health and safety, and environmental protection. It underscores the integration of due diligence principles into all areas of operations and ensuring compliance with high environmental, social, and governance (ESG) standards.

Suppliers are required not only to comply with the provisions of this Code but also to extend these standards throughout their supply chains. This includes implementing due diligence processes to identify, prevent, mitigate, and address risks associated with human and labor rights violations.

To promote transparency and accountability, suppliers are expected to use the Ontex [Speak Up](#) channel, a secure and confidential platform, to report any concerns related to human and labor rights or any other aspect of compliance with the Supplier Code of Conduct.

Execution of the **Supplier Code of Conduct** is mandatory as a condition for initiating and maintaining any business relationship with Ontex, demonstrating a shared commitment to upholding these critical values.



2.2 Ethical Sourcing Requirements

The **Ethical Sourcing Requirements** define the framework supporting Ontex's ethical sourcing and supplier due diligence program. They provide detailed requirements relating to social audits, as referenced in the **Supplier Code of Conduct**, including audit scope, accepted audit schemes, and the management and remediation of audit findings.

Ontex applies a **risk-based due diligence approach**, prioritizing suppliers and manufacturing sites located in high-risk countries to ensure compliance with ethical sourcing standards. Suppliers within scope are required to disclose ESG performance

data through the Sedex platform to enhance transparency and accountability for their impacts.

Suppliers operating manufacturing sites in high-risk countries are required to maintain a valid social audit, such as SMETA, amfori BSCI, and/or SA 8000, and to provide audit reports and corrective action plans upon request.

This approach is intended to support effective risk identification, mitigation, remediation and continuous improvement across Ontex's supply chain.





3

Direct Spend

Sustainable Sourcing

Ontex's **Sustainable Sourcing Policy for Renewable Raw Materials** establishes the framework for ensuring traceability, responsible sourcing, and sustainable origin of renewable raw materials.

Suppliers of wood-based, cotton-based, and other renewable raw materials are required to ensure that sourcing practices meet Ontex's sustainability and traceability

requirements across the entire supply chain. The policy defines the acceptable third-party certification schemes and verification mechanisms that may be used to demonstrate compliance with these requirements.

Compliance with the Sustainable Sourcing Policy for Renewable Raw Materials is mandatory for all suppliers within scope.

Environmental Management System

Vendors are required to operate in an environmentally responsible and resource-efficient manner. All vendors must implement and maintain a documented **Environmental Management System (EMS)**, aligned with the principles of ISO 14001 or an equivalent recognized standard.

At a minimum, the EMS must include:

- An environmental and/or sustainability policy
- A documented assessment of current environmental impact and associated management measures.
- Documented environmental objectives, targets and performance monitoring.
- A documented register of applicable environmental legislations.
- Documented procedures for environmental incident and accident management

Vendors that do not have a documented EMS in place are not eligible to collaborate with Ontex.



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Direct Spend

Nature Due Diligence

Vendors are expected to assess and understand their impacts and dependencies on nature, including potential exposure to areas of high water stress, deforestation risk, or biodiversity importance.

Where such risks or dependencies are identified, vendors are required to take proactive measures to strengthen operational resilience, including reducing resource dependency, implementing efficiency measures, and preventing pollution and ecosystem degradation.

These efforts support Ontex's broader environmental stewardship and emerging regulatory expectations related to nature and biodiversity due diligence.



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Direct Spend

Carbon Emissions

In alignment with its **Climate & Circular Policy**, Ontex has established ambitious carbon reduction targets and expects its vendors to actively contribute to emissions reduction across manufacturing, energy and electricity use, transportation and sourcing activities.

Vendors are required to have a climate strategy in place, including a carbon transition plan with defined actions, targets, and timelines to improve energy efficiency and reduce greenhouse gas emissions.

Suppliers are expected to set science-based emission reduction targets by 2026 and to communicate progress toward these targets on an annual basis, upon request.



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Direct Spend

Supply Chain Disclosure

In response to increasingly stringent sustainability and due diligence regulations across global supply chains, suppliers are required to disclose all relevant manufacturing locations, including sub-tier suppliers, down to the primary raw material origin.

This information enables Ontex to conduct sustainability and sourcing risk assessments across the value chain.

Based on the outcome of these assessments, Ontex may request additional information or corrective measures to refine risk categorization and to mitigate, prevent, or address identified risks.

Regulatory Compliance

Vendors and their manufacturing sites (“suppliers”) must comply with all applicable international, federal, state, and local laws and regulations relevant to the supplied materials and the intended market. Vendors must be able to demonstrate such compliance upon request.

Ontex products may, depending on the region and product category, fall under the following regulatory frameworks:

- 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, suppliers must adhere to all regulatory requirements applicable to the supplied materials and their use in Ontex products. This includes, where relevant, emerging U.S. state-level chemical disclosure and PFAS restrictions, updates to EU REACH, and packaging Extended Producer Responsibility (EPR) programs.

Suppliers must promptly notify Ontex in writing of any regulatory change, material modification, or actual or suspected nonconformity that could impact regulatory compliance, product safety, or marketability of the supplied materials or finished products.

Compliance with the requirements set out in the [Ontex Regulatory Compliance Requirements](#) document is mandatory and forms an integral part of the contractual relationship between Ontex and its suppliers.

Product Safety

Ontex applies a systemic product safety framework to ensure that all finished products placed on the market are safe for consumers and end users. A fundamental component of this framework is ensuring that all delivered raw materials meet Ontex's product safety and regulatory requirements.

To assess finished product safety and regulatory compliance, suppliers must provide the following documentation for all new raw materials and, thereafter, at a minimum every three (3) years or upon any material or process change:

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

Animal testing is not permitted for the purpose of assessing compliance with Ontex conformity Standard.

Raw materials may not be used at Ontex manufacturing sites without a complete and approved documentation package. Suppliers must also ensure that all materials are free from intentionally added PFAS and are assessed in line with Ontex's commitment to phase out PFAS and transition toward PFAS-free products.

All product safety documentation must be accurate, current, and traceable for a minimum of five (5) years. Suppliers must promptly update and resubmit documentation whenever regulatory requirements, material composition, manufacturing processes, or applicable testing methods are revised.

Transparency, Chemical Disclosure & Change Management.

10.1 Detailed Formula Disclosure

All Ontex Vendors are required to provide a complete and accurate composition list for all raw materials, additives and process treatment (e.g., spin finishes, antioxidants, coatings ...), including Chemical Abstracts Services (CAS) numbers for each intentionally added substance.

Contact : scientific.affairs@ontexglobal.com

Suppliers must also provide:

- A PFAS declaration confirming the absence of intentionally added PFAS
 - Where applicable, information on recycled or mechanically recycled post-consumer recycled (mPCR) content in packaging components
- All composition disclosures must be supported by verifiable data and, where applicable, supplier-of-supplier documentation sufficient to ensure chemical traceability across the supply chain.

10.3 Change Management – Impacting Composition or Compliance

All Ontex vendors must promptly and transparently communicate in any changes that could impact product composition, performance, safety, or regulatory compliance, included but not limited to:

- Modifications to the production facility location, including the new address, updated contact details, and the rationale for the change.

- Significant updates, upgrades, or replacements of machinery that could affect product specifications or chemical profiles.
- Changes to chemicals, additives, or other process agents that could impact product performance, residual impurities, or compliance status.
- Changes in the type or source of raw materials
- Any adjustment to product composition, formulation, or treatment processes.

Contact: Supplier.information@ontexglobal.com

10.2 Manufacturing Process Transparency

All Ontex vendors are required to evaluate chemical impact of their manufacturing process and to identify potential impurities, including their expected concentrations (e.g., residual catalysts, residual monomers, processing aids, online or machinery related treatments, ...).

Suppliers must document and maintain records of:

- Process chemicals and treatment agents
- Potential residual substances and impurities
- Control measures applied to ensure product safety and compliance

Any change impacting material composition, manufacturing processes, or regulatory compliance must be reported to Ontex at least sixty (60) days in advance to allow sufficient time for technical and regulatory assessment and formal approval.

Suppliers must evaluate and document the potential impact of each change on:

- Regulatory compliance
- Product safety
- Chemical traceability
- Ingredient disclosure obligations

10.4 Purpose of Transparency and Disclosure

Full transparency and chemical disclosure are required to ensure:

1. **Product Integrity and biocompatibility**, in accordance with ISO 10993
2. Regulatory compliance with ingredient disclosure laws, including but not limited to:
 - The Menstrual Products Right to Know Acts enacted in New York (2021, NY S2387B) and California (2023, AB 1989), which require disclosure of all intentionally added ingredients on packaging
 - New York Assembly Bill A43C, which requires ingredient labeling on diaper packaging
 - Similar legislation introduced or enacted in additional U.S states aimed at enhancing product safety and ingredient transparency

Restricted Substances List (RSL)

Restricted Substance List – Packaging (RSL – P)

Sourcing and Contracting Requirements

Ontex is committed to conducting sourcing and contracting activities in a transparent, fair, and ethical manner. We select vendors through a structured multi-dimensional sourcing process, to ensure that commercial, technical, quality, sustainability, and compliance requirements are met.

Participation in any sourcing or contracting activity is subject to compliance with Ontex's sourcing policies, ethical standards, and applicable legal and regulatory requirements.



11.1 Language

As Ontex operates in an international environment, English is the corporate language. All communications with vendors throughout the sourcing and contracting process must be conducted in English, and all formal documents must be submitted in English.

Where the local regulatory requirements mandate documentation in a local language, dual-language documentation may be generated. In the event of any discrepancy, the English version shall prevail.



11.2 Registration and vendor on boarding

Vendor onboarding is a mandatory process that involves the collection of relevant company data, verification of eligibility, and formal approval to participate in Ontex's sourcing activities.

Ontex's dedicated sourcing teams manage the onboarding process in accordance with Ontex's sourcing policies and procedures to ensure a fair, objective, and consistent selection process. Vendors are required to register and maintain a company profile on

Ontex's designated e-procurement platform, Coupa. More information on the use of Coupa can be found [here](#).

Completion of a vendor profile or registration on the e-procurement platform does not constitute approval as an Ontex vendor and does not guarantee an invitation to participate in any sourcing activity. However, it enables the vendor's information to be reviewed by Ontex's sourcing teams for potential future business opportunities.



11.3 Sourcing and contracting

Manual request for proposal/quotation (RFQ)

Potential vendors may be invited to participate in a manual request for proposal or quotation process. Vendors are required to use the Ontex templates and forms provided in the RFQ and to submit complete and accurate proposals, including detailed cost breakdowns as specified.

Failure to use the prescribed Ontex documents, submit required information, or provide a detailed cost breakdown may result in disqualification from further consideration.

Electronic request for proposal/quotation (eRFx)

Ontex may utilize its electronic sourcing platform, **Coupa**, to collect information and proposals from potential vendors. This platform is used to ensure consistent treatment of all potential vendors, provide standardized templates and instructions, and promote process compliance through a transparent and auditable interface.

Where an eRFx is used, vendors are required to submit all proposals, forms, and supporting documentation through the e-sourcing platform, including detailed cost breakdowns.

Ontex may also use electronic auctions (e-auctions) as a supporting tool within the sourcing process.



11.4 Risk, terms, and conditions

Supplier due diligence

As part of the vendor selection process and ongoing business relationship, Ontex conducts due diligence activities, including vendor screening and third-party risk management, to identify, assess, and mitigate potential risks arising from third-party relationships that may impact Ontex's operations, compliance obligations, or reputation.

These activities may include the review vendors' financial stability, business reputation, compliance with applicable laws and regulations, ESG performance, operational capabilities, and the adequacy of internal controls.

Vendors are required to complete any requested due diligence questionnaires fully, accurately, and in a timely manner. All information provided must be true, complete, and correct to the best of the vendor's knowledge.

Non-disclosure agreement (NDA)

All Ontex vendors are required to execute a non-disclosure agreement (NDA) prior to entering the vendor selection process or receiving any confidential information from Ontex.

Execution of the NDA is mandatory and non-negotiable and governs the rights and obligations of both parties regarding the use, protection, and disclosure of confidential and proprietary information.

Ontex reserves the right to verify, audit, or validate any information submitted at any time.

Unified agreement template

Ontex applies a **standard contract template** when engaging with vendors. Compliance with the terms and conditions set out in Ontex's standard agreement is a prerequisite for doing business with Ontex and forms part of the vendor selection criteria.

Vendors' General Terms and Conditions shall not apply unless expressly agreed in writing by Ontex.

Please refer to [Ontex's General Terms and Conditions for purchasing goods and/or services](#).



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