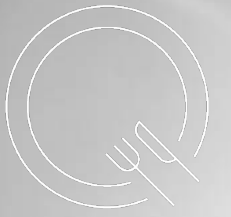


Food Quest Supplier Code Of Ethics & Business Conduct



FOOD
QUEST

Restaurants
Management LLC



Introduction.

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Introduction.

Food Quest (FQ) is a dynamic player in the food and beverage industry, delivering exceptional hospitality experiences for over a decade, with a strong presence across multiple segments, including QSR, casual, and fine dining. Food Quest is committed to creating and managing pioneering concepts and acclaimed multinational brands that cater to a diverse range of customers. At Food Quest we believe in providing our clients with the best possible service, which is why we take a personalized approach to each project.

Our values are embedded in **Ethics, Accountability, Proactive Behavior, Customer Service, Commitment and Ambition** are in our beliefs, and are central to our success.

This Supplier Code of Ethics & Business Conduct outlines the expectations we have for all our suppliers to ensure alignment with our values and to promote sustainable and responsible business practices across our diverse range of businesses.

If you have any questions about our Supplier Code of Ethics & Business Conduct or suspect that it has been violated, we encourage you to speak up, with confidence and anonymously, through our third-party administered, anonymous hotline SAWTAK (Your Voice).

Your voice and your commitment to our Values are critically important. Working together, with an adherence to the highest ethical standards, we'll go beyond simply leading our industry. We'll lead it with unparalleled integrity.

Food Quest values.

1

Ethics

Ethics is the cornerstone of every action we take. Our word is our bond. We strive to demonstrate a consistency of character that is transparent, genuine, trustworthy and respectful.

2

Customer Service

We prioritize exceptional **customer service** as the cornerstone of our business. We believe that providing an outstanding customer experience is not just a goal but a fundamental commitment we make to each and every individual who interacts with our brand.

3

Ambition

We are passionate about our work. We have the **ambition** to go above and beyond what is expected of us. We are Decisive, nimble and results-driven, we endeavor to be thoughtful and thorough in everything we do.

4

Accountability

We are all **accountable** to each other, our customers and to our partners. Individual accountability is critical to achieving the overall goals and objectives of the Company.

5

Proactive Behaviour

We live in a constantly changing world. What was good enough yesterday will not be enough tomorrow. We embrace change, and we have the **proactive behaviour** to take calculated risks to drive change and exceed our business objectives.

6

Commitment

Commitment is the backbone of our Group. It fuels our pursuit of excellence, guides our decisions, and shapes our interactions. We are dedicated to delivering on our promises, acting with integrity, and making a positive impact in every investment and decision.

Our commitment is not just a statement; it is the driving force that propels us forward every day.



Applicability.

Food Quest considers its suppliers and partners to be a critical component for achieving our objectives and to adhere to our values. We expect our suppliers and partners to uphold the highest level of ethics and to ensure alignment with our values and to promote sustainable and responsible business practices across our diverse range of businesses.

Expectations

- We expect our suppliers to sign and return the supplier declaration appended to this document in the section named Declaration acknowledging that you have read and fully understood the guidelines and principles set out in this supplier code of ethics & business conduct document. Any supplier/partner that provides services or goods to Food Quest is deemed to have accepted the supplier code of ethics and business conduct and any amendments within it.
- Any third-party contractors, subcontractors and downstream suppliers are also expected to be made aware of the requirements of the supplier code of conduct by the supplier/partner directly contracted with Food Quest and will be governed by the guidelines and principles defined within the supplier code of conduct.
- Food Quest may exercise its right to audit or request audit reports and 3rd party certifications from the supplier/partner, defined within this document, with or without reason at any time.

Consequences of Non-Compliance

Failure to comply with this Supplier Code of Ethics & Business Conduct may result in corrective actions, including the evaluation of the supplier relationship and potential termination of the business relationship and blacklisting.

General Principles & Guidelines.

Legal and Regulatory Compliance

Suppliers must comply with all applicable laws, regulations, and industry standards in the countries where they operate and provide products or services to Food Quest.

Ethical Business Practices

Suppliers are expected to uphold the highest ethical standards in all business interactions. This includes but is not limited to, avoiding conflicts of interest, bribery, corruption, and engaging in fair competition.

Collaboration and Partnership

We believe in cultivating strong, long-term partnerships with our suppliers based on mutual respect, open communication, and shared values.

Labor and Human Rights

Suppliers must not use child labor as defined by applicable laws and conventions.

Suppliers shall not use any form of forced or involuntary labor. Suppliers should provide a workplace free from discrimination and harassment based on race, color, gender, religion, age, national origin, disability, or other protected characteristics.

Working Conditions

Suppliers are expected to provide safe and healthy working conditions for their employees. This includes proper ventilation, lighting, sanitation, and adherence to health and safety regulations.

Environmental Sustainability

Suppliers should minimize their environmental impact by promoting responsible resource use, waste reduction, pollution prevention, and sustainable practices in their operations.

Transparency and Accountability

Suppliers are encouraged to communicate openly about their practices, policies, and performance related to labor, human rights, environment, and business ethics.

Conflict of Interest

Suppliers must avoid any situation or relationship that may involve an actual or perceived conflict of interest with Food Quest. Any conflict of interest that might be present or is expected to be present should be discussed and formally disclosed in writing requesting formal approval from Food Quest before proceeding with any business interactions.

Data Protection and Privacy

Suppliers that handle personal data as part of their engagement with Food Quest must ensure compliance with relevant data protection laws and industry standards.

Product Quality and Safety

Suppliers are responsible for delivering products and services that meet agreed-upon quality and safety standards and adhere to any applicable regulations.

Intellectual Property

Suppliers shall respect the intellectual property rights of others, including Food Quest. Suppliers must comply with all applicable laws governing intellectual property rights, including intellectual property designated as a trade secret, as confidential, or that is subject to patents, copyrights, or trademark restrictions.

Continuous Improvement

Suppliers should strive for continuous improvement in their business practices, focusing on areas such as social responsibility, sustainability, and ethical behaviour.



General Principles & Guidelines.

Gifts and Entertainment

Suppliers and partners are required to refrain from offering, receiving and / or giving Food Quest personnel gifts, services, discounts, gratuities, payment of fees, bribes, entertainment, or other benefits or items of value or other favours that infringe or appear to influence the performance of the duties of the respective personnel.

Accepting and offering gifts requires a judgment call from the personnel involved in the activity and seek guidance if in doubt.

Anti-Bribery and Corruption

Any form of bribery or corruption is not tolerated by Food Quest.

Bribery is the activity of giving, receiving, promising, or agreeing to receive money or anything of value with the aim of influencing the decision. Such favours may include awarding of contracts, obtaining a permit unlawfully, and affecting the results of an investigation, review or audit.

Anything of value is a broad term that may include any form of gifts, money and its equivalent, or any other item that may have a considerable value and may or might appear to influence the objectivity of the personnel involved raising concerns over their integrity. Food Quest encourages all stakeholders and partners to speak up and reach out to the SAWTAK Hotline to report any such instance or behaviour.

Right to Audit.

Food Quest will be performing due diligence including but not limited to the verification of the supplier/partner registration documentation, relationships, etc. prior to execution of the contract/agreement to align the expectations and to ensure that the supplier/partner meets the requirements of Food Quest

Additionally, Food Quest will have the right to perform an audit or review of operations or assessment as it deems necessary to ensure that the operations and activities related to Food Quest are in adherence to the values and principles set out in the supplier code of conduct and any information being handled related to Food Quest is being managed in alignment with the standards of controls that Food Quest adheres to.

Further, Food Quest might request audit reports, certificates, 3rd party control assessments along with working documents and detailed results to gain comfort over the design and operational effectiveness of controls in place over the information/data being managed by the supplier/partner related to Food Quest.

Non-compliance with this requirement shall constitute a violation of the supplier code of conduct and any related agreement entered amongst the parties and might result in a termination of all current and future business relations.

Should there be any non-compliance to the requirements set out by Food Quest relating to the supplier code of conduct or other controls relating to information being managed for Food Quest, these are to be addressed, and remediation plans are to be shared within a two-week period and should be mutually agreed between the parties. If the nonconformities are considered significant, Food Quest reserves the right to assess the relationship with the supplier/partner and proceed with suggesting remedial actions and/or termination.

The right to request audit reports, certifications and/or perform an audit shall be available for up to two years post-completion of the agreement between the parties. The supplier/partner is expected to make available all required resources, documentation and personnel for the audit exercise.

SAWTAK Hotline (Whistleblower).

Violations of the Supplier Code of Ethics & Business Conduct, related policies, agreements or the law can hurt us all. To protect each other, we speak up whenever we become aware of or suspect that something is wrong. Even if we are unsure, we know that speaking up is always the right thing to do.

When do we speak up?

When we know of or suspect a violation of:



Food Quest Values or the Supplier Code of Ethics & Business Conduct



Related Policies, Procedures, Agreements and Contracts



Any applicable law or regulation

How do we speak up?

When you have an ethics-related question or concern, and feel comfortable enough to do so, you can reach out to the SAWTAK Hotline. Your communication with the SAWTAK hotline can be **Anonymous, Confidential or Open**, depending on your personal preferences. You can access the hotline as follows:

- Contacting the **SAWTAK Helpline**. By using the **SAWTAK Helpline**, all communications will be **anonymous** unless **YOU** choose to provide identifying information.
- Making a web-based report at **<https://fq.ethicspoint.com/>**

Declaration.

I, the undersigned, authorized signatory (POA) for _____, acknowledge that I have carefully read and understood the Food Quest Supplier Code of Ethics & Business Conduct and confirm that _____ agrees to abide by and adhere to all its terms and conditions.

Entity Name:

Name of Authorized Signatory /
Legal Representative (POA):

Job Title of Authorized Signatory /
Legal Representative (POA) :

Date of Signature:

Signature:

Our final thoughts

We understand that our stakeholders especially suppliers and partners are the key to our success.

We depend on you. We depend on your dedication to our Values to set us apart. Help us stay true to our culture by working with impact and upholding our Values.

Start with understanding and following the Supplier Code of Ethics & Business Conduct but know that the guidance and support we provide doesn't end there. We have policies with additional details as well as resources dedicated to addressing any remaining questions or concerns you may have.

Help us protect the business, people and communities we serve, if you know, or are suspicious about something, don't hesitate to **Speak Up** through the **SAWTAK Helpline** which is administered through a global compliance company EthicsPoint that guarantees Anonymity and Confidentiality.

By using the **SAWTAK Helpline**, all communications will be anonymous unless **YOU** choose to provide identifying information.

There are several ways to access the **SAWTAK Helpline** :

- Making a web-based report at <https://fq.ethicspoint.com/>
- Utilizing our simplified [mobile site](#)



Our final thoughts

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