

DKSH Australia Modern Slavery Statement 2021



Who are we

DKSH is the leading Market Expansion Services provider for companies who want to grow their business in Australia and beyond.

Serving our business partners through our extensive global networks and industry expertise, as well as our profound local knowledge of the markets in Australia, we help companies to grow their businesses in new and existing markets.

DKSH Australia was founded in the early 1940s, principally acting in the form of a brand agent for the supply of machinery and equipment. The business model changed significantly in the early 1990s, when DKSH Australia became a comprehensive services provider focusing predominantly on electrotechnical products, production machinery and converting equipment for industry.

After the creation of DKSH in 2002, following the merger between Diethelm Keller Services Asia Ltd. and SiberHegner Holding Ltd., DKSH Australia has established itself as a diversified, strong and innovative partner of choice.

What we do

DKSH enriches people’s lives by providing access to goods, services and insights. United by our vision to be the trusted partner, we support companies to grow their business by:

- Expanding their business in new and existing markets
- Providing business partners with the knowledge, advice, relationships and

on-the-ground logistics to reach their individual growth goals

- Increasing their access to knowledge, their sourcing base, revenue opportunities and ultimately their market shares

This is what we define as Market Expansion Services.



Structure of DKSH reporting entities covered by this statement



Our operation and supply chain

DKSH Australia operates three highly specialized Business Units: Consumer Goods, Performance Materials and Technology.

Consumer Goods

Business Unit Consumer Goods is a leading provider of Market Expansion Services with a focus on fast moving consumer goods, food services, as well as lifestyle and household products.

We help companies grow through a comprehensive and customized portfolio of Market Expansion Services, including product feasibility studies, registration, importation, customs clearance, sales, marketing and merchandising, warehousing, physical distribution, invoicing, cash collection and after-sales services. Our expertise and broad local knowledge, together with our infrastructure, enable us to better understand our business partners' needs and to deliver customized solutions to grow their businesses.

Performance Materials

Business Unit Performance Materials distributes a wide range of innovative ingredients and specialty chemicals for the specialty chemicals, food and beverage, pharmaceutical and personal care industries. We help our partners to grow their business through our expertise in innovation and formulation, supply chain, sourcing, regulatory and digital@PM services. We provide regulatory consulting, supplier certification and product registration to navigate complex regulatory environments and ensure compliance.

From our global network of 48 state-of-the-art innovation centers, we provide application know-how and develop cutting-edge formulations and solutions. This creates business opportunities, reduces time-to-market and allows us to meet the growing needs of our customers. In collaboration with our innovation specialists, our technical sales force achieves strong growth for our clients and customers.

Technology

Business Unit Technology sales and service is the core of our competencies. We accompany our clients from developing a business strategy to translating it into a reality. Using a state-of-the-art customer relationship management platform, we combine extensive industry and product knowledge with a structured and systematic sales approach to out perform the market and increase our clients' market share.

As a total solutions provider and system integrator, we serve our customers as a one-stop-shop and provide customized technology solutions. We not only provide professional after-sales services but also cover the entire product life cycle including installation and commissioning, final acceptance testing, production start-up support, training, maintenance, repairs, spare parts and consumables supply as well as refurbishments and trade-ins.



Code of Conduct

DKSH is committed to observing high ethical standards in the way we conduct our business. Our Code of Conduct provides specific guidance on how to act in our day-to-day activities and practice our corporate values: integrity, empowerment, collaboration, entrepreneurship and sustainability.

Our guiding principles:

- We do the right thing in the right way and seek advice when unsure and speak up when in doubt
- We take a clear stance, and do not tolerate unlawful or unethical behavior
- We endeavor to ensure that we, and third parties appointed by us, act with integrity at all times
- We respect the law and our internal rules and regulations at all times
- We carefully observe the rules that govern international trade
- We fully endorse the principles of free competition
- We provide a safe and healthy workplace and protect the environment
- We offer an attractive work environment that builds on merits and embraces diversity and fair employment practices
- We respect human rights, freedom of association and do not tolerate forced labor
- We value diversity and do not tolerate discrimination and harassment

- We take decisions on hiring and people development in a fair and objective manner
- We always act in the best interest of DKSH and not based on personal interest
- We never falsify or distort any business or accounting records
- We pay due attention to the retention of business records
- We value and protect confidential information. We process and protect personal data with due care
- We do not compromise our financial integrity
- We protect insider information and refrain from insider trading
- We do not tolerate bribery or any other form of corrupt behavior
- We do not engage in politics and only make charitable contributions when supporting local communities we operate in
- We do not accept or grant favors that could raise concerns about our integrity

Supplier Code of Conduct

We advocate integrity of the supply chain as part of our business strategy, and we are committed to responsible business practices based on international standards and expect the same of our business partners and vendors.

DKSH expects suppliers to meet the standards in all activities that relate directly or indirectly to DKSH and any of its subsidiaries. Adherence to our Supplier Code of Conduct is one of the criteria applied by DKSH in supplier evaluation, selection and retention. Suppliers that do not conform to these standards may be disqualified from doing business with DKSH and may have their business relationship with DKSH terminated.

The Supplier Code of Conduct is closely aligned with DKSH's Code of Conduct. It does not replace laws and regulations applicable to the supplier. DKSH expects that suppliers operate in compliance with applicable laws and regulations as well as our Supplier Code of Conduct.



Risk assessment and mitigation

DKSH recognize the importance of understanding and being able to describe the risks of modern slavery practices in our operations and supply chain. Therefore we will be undertaking the following steps:

1. Assessing the potential modern slavery risks in our operations and supply chains with emphasis on geographical locations and business transactions with a prevalence of modern slavery identified by the Global Slavery Index.
2. Developing and reviewing company policies on modern slavery in operations and supply chains.
3. Developing training for staff in modern slavery requirements.
4. Preparing to conduct due diligence on local and global supply chains. Such as commencing audits of key suppliers via a targeted questionnaire.
5. Reviewing supplier contracts to ensure they contain terms that are consistent with the Modern Slavery Act 2018.

6. Taking steps to address any potential modern slavery risks identified. Such as introducing a mandatory questionnaire to new suppliers to enable initial risk assessment.
7. Setting up a framework to measure effectiveness through performance monitoring.

Looking forward

DKSH is committed to conducting business in an ethical and responsible manner. This includes respecting internationally recognized human rights throughout our operations and taking steps to manage the risk of modern slavery in its supply chain.

DKSH will continue to work and increase collaboration with internal and external stakeholders to prevent and address any contribution that DKSH may have to the global issue of modern slavery. DKSH will achieve this by focusing on raising awareness of the forms of modern slavery

among our employees and suppliers, continuing to evolve our due diligence processes to aid in the identification of risks, expanding the scope of our supply chain risk assessment, reviewing existing processes and exploring ways to improve identification and action on risks throughout our supply chain.

This statement was approved by the board of DKSH Australia on 25th of June 2021.

Signed,



Sandra Pinaar
Director Finance, Country Management
March 2021



