

1. Introduction

Since 1919, Citribel has built on a foundation of expertise and trust to deliver high-quality products. Today, we continue this journey with a strong focus on circularity, sustainability, and innovation. We all have a huge responsibility to protect human rights and the environment, not only locally but throughout the entire supply chain. This includes (not limitative):

- Comply with all applicable environmental laws and permits
- Contribute to the United Nations' Sustainable Development Goals (UN SDG's)
- Comply with the ETI base code
- Continuously strive to reduce energy and water use and the use of other primary resources
- Reduce CO2 emissions
- Minimize waste
- Minimize nuisance towards the local communities
- Respond adequately to emergency situations
- Work together with your Suppliers to reduce their carbon footprint

We have incorporated the Ten Principles of the UN Global Compact (UN GC) into our strategies, policies and procedures. These are all in alignment with our longstanding commitment to contributing to the United Nations' Sustainable Development Goals (UN SDGs) and to our Code of Conduct which are communicated to all our stakeholders.

Citribel wants to uphold these values together with its suppliers so we can have positive impacts for people, communities, and for our planet.

All our efforts will enable us to decrease our overall environmental footprint and ensure sustainable and responsible business throughout the entire supply chain.

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1. Subject and scope

This policy describes how Citribel communicates and incorporates the Ten Principles of the UN Global Compact within the company and between all its stakeholders to ensure that they all meet our principles and commitments to ethical practices, while fostering a sustainable and resilient supply chain. These principles are in full compliance with all applicable laws and regulations in force.

2. Policy Statements

4.1 Ethics and anti-corruption

4.1.1 Business integrity

We all must adhere to the highest ethical standards to meet our business integrity by avoiding all forms of bribery, corruption, extortion or money laundering.

It is not permitted to offer or accept bribes or other unlawful inducements to or from our business partners. Gifts from Suppliers and other relationships should be approached with caution. Gifts shall not be offered to influence a business relationship and must not violate applicable legal or other requirements as defined in this Code of Conduct. Citribel shall provide their employees with regular anti-corruption and anti-bribery training to prevent, mitigate and respond to non-compliance.

4.1.2 Conflict of interest

We all must take the necessary measures to prevent and avoid potential conflicts of interest. Any potential conflicts of interest, including those involving citribel's employees, must be reported to Citribel. The reporting can be done anonymously via our whistleblower portal.

4.1.3 Fair competition

We must not engage in any conduct which could undermine or distort fair competition. All applicable antitrust laws must be respected.

4.1.4 Confidentiality & data protection

Personal data are protected by maintaining stringent confidentiality and security standards for both personal and business information. All personal information shall be processed in compliance with the applicable data privacy laws.

Any confidential information disclosed by stakeholders to Citribel will be maintained strictly confidential and will be used solely for the purpose of fulfilling its obligations under the existing contract.

4.2 The Ten Principles of the UN Global Compact

4.2.1 Human Right

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Citribel supports and respect human rights by respecting the ETI base codes and by respecting the community:

ETI base code 1: Employment is freely chosen

- There is no forced, bonded or involuntary prison labour.
- Workers are not required to lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice.

ETI base code 2: Freedom of association and the right to collective bargaining are respected

- Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.
- The employer adopts an open attitude towards the activities of trade unions and their organizational activities.
- Workers' representatives are not discriminated against and have access to carry out their representative functions in the workplace.
- Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

ETI base code 3: Working conditions are safe and hygienic

- A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with or occurring in the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
- Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.
- Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
- Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.
- The company observing the code shall assign responsibility for health and safety to a senior management representative.

ETI base code 4: Child labour shall not be used

- Children and young people under 18 shall not be employed.
- Young people under 18 are allowed to do an internship within the company (in accordance with national laws) during office hours only.
- Young people under the age of 18 may not be employed at night or in hazardous conditions.

ETI base code 5: Living wages are paid

- Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event

wages should always be enough to meet basic needs and to provide some discretionary income.

- All workers shall be provided with written and understandable Information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.
- Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. All disciplinary measures should be recorded.
- Citribel is committed to maintaining remuneration above the applicable living wage benchmark for 100% of employees through 2030.

ETI base code 6: Working hours are not excessive

- Working hours must comply with national laws, collective agreements
- Working hours, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week
- All overtime shall be voluntary. Overtime shall be used responsibly, taking into account all the following: the extent, frequency and hours worked by individual workers and the workforce as a whole. It shall not be used to replace regular employment. Overtime shall always be compensated at a premium rate, which is recommended to be not less than 125% of the regular rate of pay.

ETI base code 7: No discrimination is practiced

- Any form of discrimination within the company is prohibited.
- There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

ETI base code 8: Regular employment is provided

- To every extent possible work performed must be on the basis of recognized employment relationship established through national law and practice.
- Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub- contracting, or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

ETI base code 9: No harsh or inhumane treatment is allowed

- Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation is prohibited.

Respecting the community:

- by preventing forcible displacement of individuals, groups or communities,
- by working to protect the livelihood of local communities (minimize emissions, nuisance, waste,...).
- by contributing to the public debate: the right and responsibility to express our views on matters that affect our operations, employees, customers and the communities of which we are a part of.

Principle 2: Make sure that they are not complicit in human rights abuse.

Our company complies with all applicable laws and respects internationally recognized human rights. The human right policy is integrated throughout the company via our code of conduct and our company policy. All personnel are trained in human rights to ensure consistency so they can respond appropriately when unforeseen situations arise.

We condemn any form of human right abuse, whether

- **Direct complicity** — when a company provides goods or services that it knows will be used to carry out the abuse
- **Beneficial complicity** — when a company benefits from human rights abuse even if it did not positively assist or cause them
- **Silent complicity** — when the company is silent or inactive in the face of systematic or continuous human rights abuse

4.2.2 Labour

We are required to proactively prevent and eliminate all forms of child labour, forced and compulsory labour, any form of modern slavery, and human trafficking.

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining (ETI base code 2).

Principle 4: The elimination of all forms of forced and compulsory labour (ETI base code 1).

Principle 5: The effective abolition of child labour (ETI base code 4).

Principle 6: The elimination of discrimination in respect of employment and occupation (ETI base code 7).

4.2.3 Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges.

- We must comply with all applicable environmental laws and permits
- Precaution involves the systematic application of risk assessment, risk management and risk communication.

Principle 8: Undertake initiatives to promote greater environmental responsibility This includes (not limitative):

- Our strategies and policies include sustainable development, economic prosperity, environmental quality and social equity.
- We have developed sustainability targets and indicators in alignment with our longstanding commitment to contribute to the United Nations' Sustainable Development Goals (UN SDG's). We have 5 focus area on which we have setup our ambitions (Circular Excellence & Innovation, Care for our Planet, Care for our People, Sustainable Procurement and Good Governance).
- We have a sustainable production and consumption program with clear performance objectives to take the organization beyond compliance in the long-term;
- We have improved our environmental performance and have extended responsibility throughout the value chain.

- We have a suppliers' Code of Conduct on which suppliers have to adhere to. We expect all suppliers to monitor and reduce their GHG emissions and improve their product carbon footprint.
- We must ensure that our employees are adequately trained on environmental topics;
- We measure, track and communicate progress on incorporating sustainability principles into business practices, including reporting against global operating standards.
We have the following sbti commitments:
 - **Near-term:** Commit to set near-term targets (5-10 years) to reduce value chain emissions in line with 1.5°C.
 - **Net-zero:** Commit to set near-and long-term targets (before 2050) to reduce value chain emissions in line with 1.5°C.
- Our GHG emissions are continuously monitored and yearly reported. The results are used to assess if our strategies have a positive impact on the emissions so we can continue or improve the strategies if needed.
- Our GHG-emissions and product carbon footprint are yearly communicated within the organization and with all our stakeholders via our sustainability reports.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

- Use of life cycle assessment (LCA) in the development of new technologies and products
- Reusing materials on site
- Increase the overall use of renewable energy on a yearly basis. We have management systems in place to continuously improve energy efficiency in our operations. As part of our commitment to renewable energy and reducing our carbon footprint, solar panel installations will be installed on our facilities in 2026. All permits are available. This initiative aims to further decrease our reliance on external energy sources and enhance our sustainability efforts.
- We have a sourcing policy for Suppliers and contractors to ensure that they meet our environmental criteria. All our suppliers are assessed via our Supplier Sustainability questionnaire and our Supplier Code of Conduct.

4.2.4 Anti-Corruption

Principle 10: Businesses should work against corruption in all forms, including extortion and bribery.

Due Diligence is in place to identify, prevent, and mitigate the actual and potential negative risks of our activities. This applies to both our own activities and those of our (direct) business relations along the supply chain.

We must adhere to the highest ethical standards to meet our business integrity by avoiding all forms of bribery, corruption, extortion or money laundering.

Citribel shall not offer or accept bribes or other unlawful inducements to or from their business partners. Gifts from suppliers and other relationships should be approached with caution. Gifts shall not be offered to influence a business relationship and must not violate applicable legal or other requirements as defined in the Code of Conduct. Citribel shall provide their employees with regular anti-corruption and anti-bribery training to prevent, mitigate and respond to non-compliance.

4.3 Protect biodiversity

Proper waste management (especially for hazardous substances) and water management are essential to protect biodiversity. We must minimize waste production, prioritize recycling, and have a circular approach to optimize the use of raw materials.

We must ensure that our operations and those of our suppliers do not have a negative impact on the environment.

4.4 Deforestation

Due diligence in accordance with Regulation (EU) 2023/1115 was carried out and no risk was found that our products do not comply with Article 3, point (a) or (b), of that Regulation. Our products do not contain or are not derived from any of the listed ingredients which are mentioned in Annex I of the regulation (EUDR).

Our suppliers are expected to protect natural ecosystems from deforestation and forest degradation. Suppliers shall use their best efforts to aim for zero net deforestation.

If the delivery items contain any of the products which are listed in Annex I of Regulation (EU) 2023/1115 on deforestation-free products and these products are placed on the EU market or made available on the EU market within the meaning of Art. 2 of the EUDR, Suppliers shall comply with the EUDR requirements applicable to such products.

4.5 Quality

Citribel provides raw materials for industries such as food, beverages, pharmaceuticals, and animal feed. Quality is a top priority, with rigorous assessments ensuring product safety and reliability.

Our Quality Assurance (QA) team oversees key tasks like approving raw materials and finished products, managing certificates and audits, and handling inquiries and complaints. Our Customer Service works closely with QA, with a dedicated team member managing client inquiries and supporting audit and certification processes. Citribel shall immediately contact its customers in case of major issues that could have a negative impact on the quality and the safety of the goods. Citribel shall also inform its customers about changes to the manufacturing or supply process that could have an impact on the quality and safety of the products..

5 Whistleblower

Citribel takes responsibility to allow stakeholders to speak up on matters of concern across its value chain both inside and outside its organization. It therefore organized a whistleblowing portal where information, complaints and queries can be issued in a confidential and anonymous environment in order for these issues to be taken care of.

Citribel strictly prohibits any form of retaliation against individuals who report their concerns. All whistleblowers are protected from dismissal, discrimination, or any adverse consequences resulting from their report.

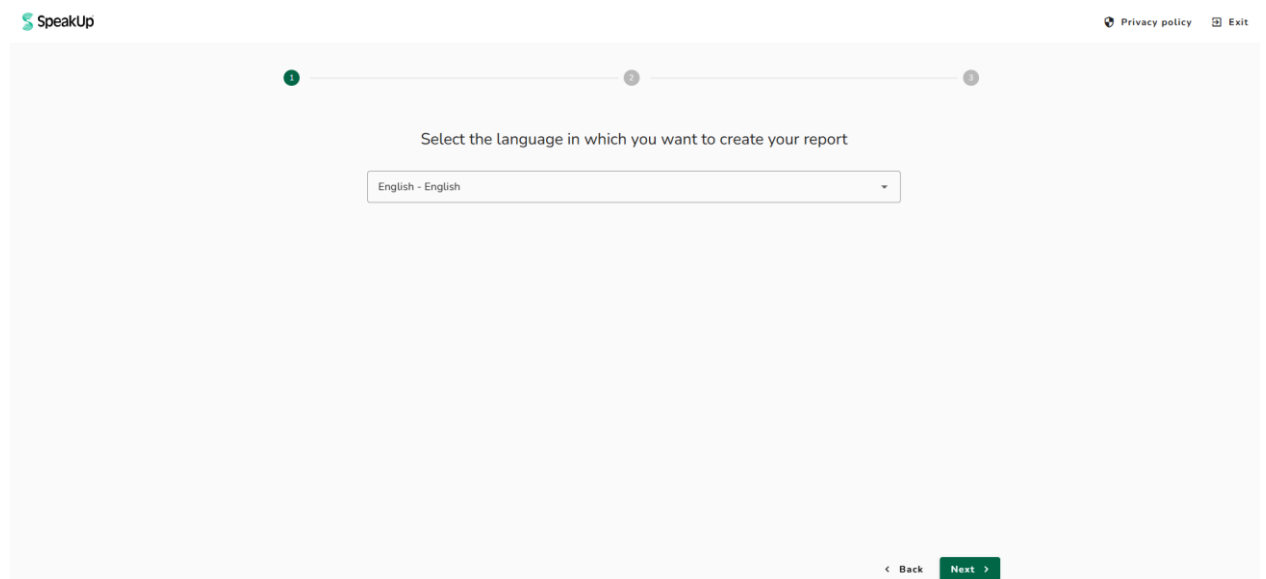
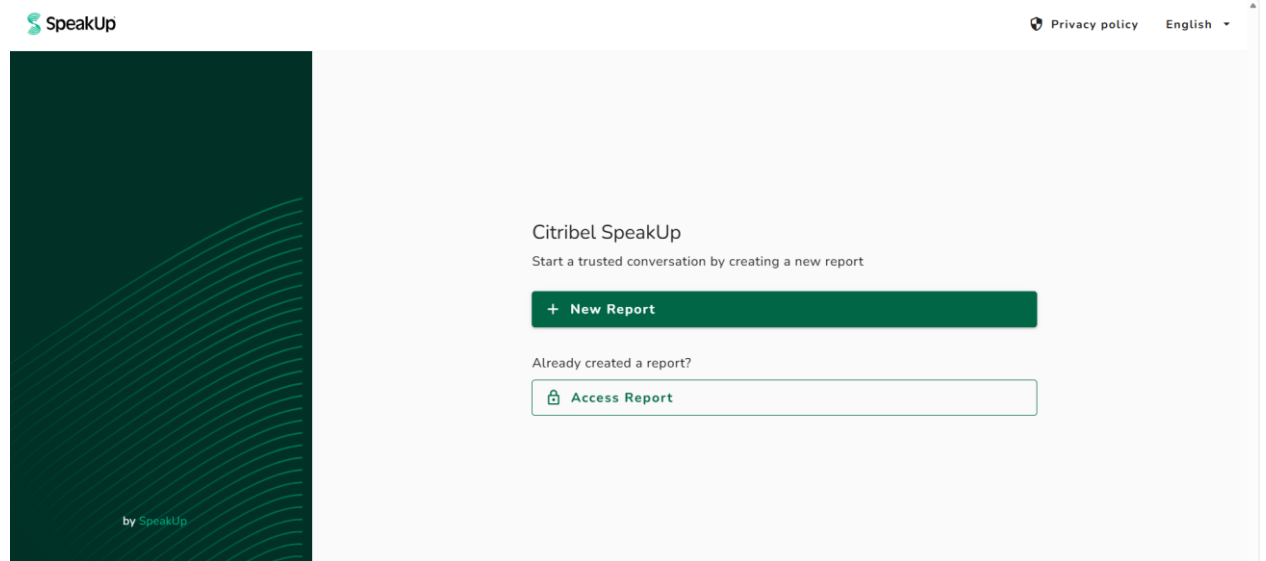
Both employees and non-employees of Citribel have access to this on-line portal.

Any breach to the above-mentioned principles can be reported via our whistleblower portal:

<https://citribel.speakup.report/whistleblowing>

Sustainability Policy- 2026

You can report any concern anonymously by following the next steps:




SpeakUp Privacy policy Exit

1 2 3

Report credentials


Save the report number
You will need it later to access your report and see any replies from the organisation.

7411 6874 

Make sure to save this number securely. It can't be recovered.

Create a password

This password, together with your report number ensures that only you can access your report.

Password* 

- To keep your report safe and secure
- Minimum 12 characters long
- Minimum one number (0-9)
- Minimum one uppercase letter (A-Z)
- Minimum one lowercase letter (a-z)
- Minimum one special character (!@#\$%^&*)

[Next >](#)

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1 2 3

Your message

Please include as much detail as possible, such as who was involved, what happened, when and where. You can also attach images or documents to support your message.

You are writing in English

I want to report. |

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[Add attachments](#) [Send](#)