



Fyffes Principles

Our Code of Conduct



Message from our CEO

Dear Fyffes Team,

I am delighted to introduce our company's refreshed Fyffes Principles, our Code of Conduct. It sets up a comprehensive framework designed to guide our actions, decisions, and interactions as we collectively strive to Shape Wellbeing for the World. At Fyffes, we understand the profound responsibility we carry, not only to our stakeholders but to society at large. Our commitment to fostering a culture of respect, collaboration, vitality, and integrity has never been stronger.

Embedded within this new Code of Conduct are the core values that define us: Respect, Win Together, Thrive, Energy, and Integrity. These values are not merely words on paper; they are the guiding principles that drive our daily endeavors and shape our organisational purpose.

As we embark on this journey guided by our Fyffes Principles, let us reaffirm our commitment to these values and to each other. Together, we have the opportunity to make a meaningful and lasting impact on the world, shaping wellbeing and leaving a positive legacy for future generations.

Thank you for your dedication, your passion, and your unwavering commitment to our shared vision.

Helge Sparsoe

Our Values



Respect:

We respect each other, caring for our people, produce and planet – working safely and with integrity towards shared goals.



Energy:

We bring energy every day, it is the driving force that separate us from others.



Win Together:

We win together, delivering success for all stakeholders, through our cooperative and coordinated effort.



Thrive:

We are driven to improve, every day and in all areas of our lives.



Integrity:

We act with integrity and honesty; we do the right thing, even when it's not the easy thing.

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Introduction

For over 130 years, Fyffes has exemplified reliability and integrity in business. Throughout our journey, we have remained committed to making a positive impact on our people, consumers, communities, customers, and the environment.

At the heart of our ethos is integrity, a value we prioritise above all else. Guided by our new compass, we are dedicated to continuous improvement. Our focus is on evolving our business, empowering our people, leveraging data, and refining processes to enhance efficiency, agility, growth, and profitability. We are also proactive in addressing any obstacles to progress, fostering a culture of innovation, and driving consumer-centric initiatives to strengthen our foundation.

Our overarching vision, Shaping Wellbeing for the World, serves as our guiding star, instilling purpose in every decision we make. We recognise the profound significance of our efforts, propelling us forward each day.

Moreover, our steadfast adherence to a robust Code of Conduct safeguards our enduring reputation, ensuring we achieve our objectives through principled actions. This commitment gave rise to the Fyffes Principles, which underpin our business activities.

Fyffes Principles set the foundation for how we behave at Fyffes. All officers, directors and employees (whether permanent, fixed-term or temporary), our subsidiaries and affiliates are required to understand and uphold these Principles regardless of their position, geographical location or level of responsibility.

Fyffes Principles do not intend to cover all possible situations that may arise, but to establish guidelines on the minimum behaviours expected of our employees during the performance of their work.

Fyffes operations and employees are subject to the laws of many countries and legal jurisdictions. It is expected that employees comply with the Fyffes Principles and all applicable governmental laws, norms and regulations. Where local laws are less stringent than Fyffes policies, we expect employees to apply the higher standard, provided it does not contravene local law.

Using our Fyffes Principles to make the right decisions

The Fyffes Principles provide clear guidelines, and we expect our people to follow them. It is not possible to predict every scenario that may arise in the workplace or the correct course of action. Often the right path is clear but often it is not: the Wellbeing Decision Tree is designed to assist our people in making decisions based on our values, minimising risk and strengthening our ethical culture, and protecting Fyffes reputation. And remember, if you need advice, your manager, Human Resources, or Ethics and Compliance are always there to support you.

Wellbeing Decision Tree



On Shaping Wellbeing for the World

Our vision, Shaping Wellbeing for The World, places sustainability and shared value with our growers and customers as our focus. In the workplace, this vision translates into a commitment to fostering an environment that prioritises the health, safety, development and satisfaction of our employees. By promoting a culture of inclusivity, continuous learning, and innovation, we aim to create a workplace where every team member feels valued and empowered. Our dedication to sustainability extends to our internal practices, ensuring that our operations are not only efficient but also environmentally responsible. Through collaboration and ethical practices, we strive to cultivate a workplace that mirrors our global commitment to wellbeing, driving positive impact from the ground up.

Ethics Hotline and How to Raise a Concern

We provide for legitimate, accessible, predictable, equitable, and transparent operational-level grievance mechanisms. This enables us to understand and address challenges in our operations and potential dissatisfaction among our stakeholders.

If you spot something that does not align with our vision and our Principles, values, our policies or the law, it's important to share your concern.

Raising a Concern

Ideally, your team leader has created an environment where you feel safe raising concerns openly and honestly with them. However, there are also other options available, such as your Ethics and Compliance representative, Human Resources or Fyffes Ethics Hotline (see sidebar for more details). Regardless of the path you choose, we prioritise your trust and confidence and maintain confidentiality to the greatest extent possible.

When you speak up, Fyffes supports you. We do not tolerate retaliation of any kind for concerns raised in good faith. Remember, speaking up helps protect the Fyffes reputation and makes it a better place to work.

Fyffes Ethics Hotline is operated by an independent company and is compliant with the United Nations Guiding Principles. It is available anywhere in the world 24 hours a day, 7 days a week.

You can contact Fyffes Ethics Hotline by telephone or online and can choose to remain **anonymous**.

We welcome reports from internal or external reporters regarding any areas of misconduct, where you observe any actions that are not in line with our values, policies and Fyffes Principles.

You may ask questions, raise concerns, or seek guidance in different ways:



Talking to your manager

or a neutral and uninvolved manager, if you'd prefer



Calling Fyffes Ethics Hotline

(find local phone number at your premises or on the Fyffes Principles Grievance Procedures, available on Fyffes Intranet)



Using the online reporting tool

available at <http://ethicshotline.fyffes.com/>



Emailing the Fyffes Ethics Committee

at ethicscommittee@fyffes.com



Contacting a representative

of Ethics and Compliance, Human Resources or Legal departments

Confidentiality is a priority for Fyffes, and we take steps to protect your identity. Fyffes will take appropriate corrective action in response to any misconduct, which may include disciplinary measures up to and including termination. Serious violations may also result in legal consequences for both the company and the individuals involved. Those accused of wrongdoing will receive fair and objective treatment.

Grievance Procedures

We promptly, fairly, and thoroughly investigate each report. The Fyffes Ethics Committee, along with internal and external resources as necessary, carefully reviews the facts. We expect full cooperation from everyone during internal or external investigations and audits. This includes answering questions truthfully, providing all relevant information, and preserving potential evidence.

If you believe someone has retaliated against you, contact Human Resources or Ethics and Compliance.

Our approach to investigating and resolving grievances is outlined in the Fyffes Principles Grievance Procedures.

Zero Tolerance for Retaliation

Retaliation refers to actions taken against someone because they reported an actual or suspected violation. It can take many different forms. Fyffes does not tolerate any form of retaliation. This applies to anyone who reports an actual or suspected violation for refusing to do something that violates the Fyffes Principles, policies, the law, or for cooperating with an investigation. Anyone who retaliates against a team member on these grounds will face disciplinary action, up to and including termination.

The Role of our Leaders

We are each responsible for our conduct. Those in supervisory positions however play an additional role in promoting a workplace culture that upholds the Fyffes Principles.

Managers and supervisors help set the tone by:

- Serving as models of integrity;
- Discussing the Fyffes Principles with their teams, providing guidance to employees and encouraging an ongoing dialogue on the importance of doing business with integrity way;
- Ensuring that internal systems, policies, and procedures are applied consistently and fairly;
- Supporting workers who raise a concern and fulfilling Fyffes commitment against retaliation; and
- Making decisions based on fair assessments of work and on factual observations, regardless of internal or external pressures.



Wellbeing of Our People and Communities



Wellbeing at Work

Valuing and respecting others is essential. Everyone deserves to work in a supportive, inclusive, and safe environment where they are treated with dignity and respect. Respect for human rights within our operations stands at the core of how we do business at Fyffes. People should be treated with dignity, honesty and fairness.

Health and Safety

Fyffes is committed to providing healthy and safe working conditions. We adopt appropriate practices to prevent threats to human life, health, and welfare in our operations, and in our supply chain. Health and safety is everyone's responsibility and we need to look out for one and other's physical and mental wellbeing in the workplace. In the interest of our safety, as well as that of our co-workers and others with whom we interact, we expect employees to be alcohol and drug free workplace. Fyffes is committed to producing healthy, nutritious, and safe fresh produce for the enjoyment of our consumers.



More information is available in our
[Global Health and Safety Policy](#)

Fostering Diversity and Inclusion

We recruit, hire, and retain top talent from around the world, mirroring the diversity of where we grow, source and sell our fresh produce. Fyffes is committed to a working environment that promotes diversity and equal opportunity, where there is mutual trust and respect for human rights. No employee should ever be afraid or embarrassed to come to work. We understand that a variety of backgrounds, skills, and experiences fosters innovation, leading to new ideas, products, and services, which enhances our ability to achieve our goals. Fyffes recognises that a diverse and inclusive workplace provides a solid advantage, resulting in a more competitive workforce and a conscious, fair company that reflects the world we live in.



More information is available in our
[Global Diversity and Inclusion Policy](#)

Preventing Discrimination

It is not possible to foster wellbeing while discrimination exists in the workplace. This means you must treat your colleagues, applicants, and external business partners fairly and never engage in any form of discrimination. We are committed to finding fair solutions for team members who need medical, lactation, or religious accommodation, and we do not discriminate based on race, religious creed, colour, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, pregnancy, childbirth, breastfeeding, age, sexual orientation, military or veteran status, or any other basis protected by law.

Harassment

We do not tolerate harassment. Harassment includes any unwelcome verbal or physical conduct, and it may also involve conduct of a sexual nature. Such behavior can create an intimidating, hostile, or offensive work environment.

We do not tolerate discrimination in the workplace nor any form of bullying and harassment, whether psychological, verbal, physical or sexual.



More information is available in our
[Global Anti-Violence and Harassment Policy](#)

Privacy Safeguards

Fyffes operates in various countries with different legal requirements for personal data. We must comply with all applicable laws and ensure that our business partners do the same, following Fyffes privacy policies, security standards, and risk management processes.

We properly manage and use personal data entrusted to us by our current, prospective, and former employees. Personal data must only be collected, accessed, used, retained, or disclosed for relevant and appropriate business purposes. This information should not be shared with anyone, inside or outside

Fyffes, without a legitimate business need. Additionally, steps must be always taken to secure personal data from unauthorised access. Individuals must be informed about the data collected about them and how it will be used.

+ More information is available in our [Global Data Privacy Policy](#)

Freedom of Association and Collective Bargaining

Fyffes respects the right of all workers to associate freely, join or not join trade unions and/or workers' councils, and engage in collective bargaining in accordance with national laws and international conventions. Discriminating practices or retaliation against workers because of a trade union membership is not tolerated.

Modern Slavery and Child Labour

Fyffes is committed to keeping our business free of modern slavery, including child labour, debt bondage, and human trafficking.

+ More information is available in our [Global Human Rights Policy and Global Child Labour Policy and Remediation Policy](#)

Living Wages

Fyffes is committed to providing employees with a fair wage for a regular work week that is enough to cover basic needs and provide some level of discretionary income. In addition, Fyffes is working towards ensuring all its workers receive a living wage, by working with retailers, workers representatives as well as other stakeholders to contribute to closing the living wage gap on our farms.

+ More information is available in our [Global Human Rights Policy](#) and [Global Child Labour Policy and Remediation Protocol](#)

Land Tenure

We respect legitimate tenure right holders and their rights over natural resources including public, private, communal, collective, indigenous and customary rights potentially affected by our activities. Natural resources include land, fisheries, forests, and water.

Community

We act in a socially responsible manner within the communities where we operate and contribute to their sustainable development. We promote open, constructive and mutually beneficial relations with societies and communities where we develop our operations.

Working with Others



Obeying the Law

Fyffes and its growers are required to maintain the highest ethical standards and comply with the laws and regulations of the countries where we operate.

Fyffes engages in fair trading practices with their suppliers and business associates.

Operating in multiple countries, Fyffes adheres to laws and trade restrictions governing the import, export, and reexport of products. Compliance with these laws is crucial to maintaining our reputation for fairness, honesty, and integrity. Failure to comply can result in severe civil and criminal penalties, including the suspension or denial of international trade privileges.

Playing Fair and Marketing Responsibly

Fyffes is committed to developing, producing, marketing and selling all its products and services responsibly.

All dealings with Fyffes competitors (including competing joint venture partners), customers and suppliers must be conducted in a manner that does not breach, or appear to breach, anti-trust laws.

Third Party Relationships

At Fyffes, we carefully select our third-party partners because they are essential to our success. These partners include suppliers, customers, joint venture partners, subcontractors, consultants, service providers, agents, and intermediaries. We treat all third parties with respect and expect them to uphold our ethical standards and commitment to integrity.

Our reputation and the trust of our customers are paramount, and we rely on our partners to help protect these values. We adhere to laws that hold us accountable for the actions of those representing us. Therefore, we deal fairly and honestly with all third parties, selecting them based on legitimate business needs and their ability to meet those needs, not for any improper purposes.

Anti-corruption

Fyffes does not tolerate bribery and corruption. No employee or person acting on Fyffes behalf may offer, give or receive ‘anything of value’ which is or may be construed as a bribe. Any demand for, or offer of, a bribe must be rejected and immediately reported to management or Fyffes Ethics Hotline.

These restrictions apply in all geographical locations where Fyffes conducts business—even if such practices are customary or inherent to the culture of doing business in a country or economy.

Fyffes policy on anti-corruption clearly states that no Fyffes funds may be used to make political contributions of any kind to any political candidate or to the holder of a government office at the national, state, or local level, even where such contribution is allowed by local law. Political contributions include direct or indirect payments, loans, advances, or deposits, as well as indirect support such as services, gifts, subscriptions, memberships, purchase of tickets to fundraising events, or the furnishing of office space, supplies, or secretarial assistance.

However, you are free to use your personal funds to make individual political contributions in accordance with applicable law so long as it is very clear that you are not making it with the intention of assisting Fyffes in obtaining or retaining business.

All charitable donations should be in accordance with and follow the review and approval process of Fyffes Global Donation Policy.



More information in this section

[Global Anti-Corruption Policy](#)

[Global Donation Policy](#)

Conflict of Interest

A conflict of interest is any circumstance that could cast doubt on an employee's ability to act totally objectively regarding Fyffes interests, or any situation which benefits the individual to the detriment of Fyffes. Furthermore, any actions or interests which create even the appearance of conflict or impropriety, fall within this policy and must be avoided.

All people working for Fyffes are expected to avoid personal activities and financial interests which could conflict with their responsibilities to Fyffes. Employees must not seek gain for themselves or others through misuse of their positions.

Fyffes procurement policies and procedures outlines responsible practices expected of all our people in the selection of suppliers.

If anyone working for Fyffes believes s/he has an actual or potential conflict, s/he must disclose the situation to Ethics and Compliance for further review.

Wellbeing of the Environment



Fyffes integrates sustainable practices in all areas of its operations in order to respond to climate change and to ensure that natural resources are efficiently managed, conserved and enhanced for future generations.

We establish and maintain, in coordination with responsible government agencies and third parties as necessary, an environmental and social management system appropriate to the nature and scale of our operations and commensurate with the level of potential environmental and social risks and impacts.

We continuously improve our environmental performance by:

- Preventing, minimising and remedying pollution and negative impacts on air, land, soil, water, forests and biodiversity, as well as reducing greenhouse gas emissions;
- Avoiding or reducing the generation of hazardous and non-hazardous waste, and enhancing the productive use or ensuring a safe disposal of waste;
- Ensuring the sustainable use of natural resources and increasing the efficiency of resource use and energy;
- Reducing food loss and waste and promoting recycling;
- Promoting good agricultural practices, including maintaining or improving soil fertility and avoiding soil erosion;
- Supporting and conserving biodiversity, genetic resources and ecosystem services; respecting protected areas, high conservation value areas and endangered species; and controlling and minimising the spread of invasive non-native species;
- Increasing the resilience of agriculture and food systems, the supporting habitats and related livelihoods to the effects of climate change through adaptation measures; and
- Conducting 3rd party climate change risk assessments across our operational and supply chain footprint.



More information is available in our
[Global Environment Policy](#)



Protecting Our Company



Assets

Fyffes assets, which include property, equipment, inventory, technology, financial resources, intellectual property, company information, and data, are the result of our investments and the hard work of our employees. Treat Fyffes assets as you would your own, use them in a responsible manner. We must work together to prevent theft, destruction, or misappropriation of these assets. Every employee has a responsibility to protect Fyffes assets and use them only for their intended purposes.

Confidential Information

Business confidential information refers to information not available to the general public that we know because of our position at Fyffes. We must maintain confidentiality for internal corporate matters not made public, even after our employment ends. This includes:

- Potential solutions and ideas under assessment;
- Innovation related projects;
- Legal opinions, tax assessments or similar;
- Financial information, such as budget, projections, costs and pricing;
- Sales and marketing strategies and presentations;
- Customer and supplier data;
- Research and development ideas;
- Procurement information;
- Information on potential acquisitions, investments, and divestitures.

Ensure the safety of documents, data, and devices by using physical measures like locked doors or drawers, and digital measures like passwords and encryption. Additionally, do not leave confidential information, computers, tablets, flash drives, or mobile phones unattended.

Data Reporting and Management Systems

Fyffes maintains adequate internal controls to achieve truthful, accurate, complete, consistent, timely and understandable reports both financial and non-financial. Employees are expected to report accurate data and information regarding Fyffes business activities.

We place strict importance upon maintaining the data, documents, and other records to ensure regulatory compliance and conformity to company requirements as well as support risk mitigation when potential issues emerge and remediation at times when performance falls short of our standards. All such data, documents, and other records are handled along with appropriate confidentiality to protect privacy as mandated by law.

Communicating the Fyffes Principles

Communication

The Fyffes Principles are widely communicated with employees in our physical premises as well as via the Intranet, email and on our [website](#).

Training

Fyffes Principles training is required for all employees upon hire or engagement, and periodically thereafter. Fyffes Principles training is provided to employees with access to a computer via our human resources system and to operational employees without access to a computer via classroom-based training. A copy of the training is also available on Fyffes [YouTube channel](#).



Governance

Accountability

Fyffes Board of Directors is responsible for reviewing and approving these Principles. The Board of Directors is supported in this by the Chief Legal and Compliance Officer who is responsible for implementing them throughout Fyffes operations.

Due Diligence and Remediation

At Fyffes, we conduct annual human rights and environmental due diligence to assess and address the actual or potential impacts of our business operations with a view to avoiding or, when unavoidable, mitigating any adverse impacts. Through regular conversations with our customers and our engagement with key stakeholders, we monitor developments in international best practice and guidance concerning our social, environmental risks and challenges in our operations and also in our supply chain.

Through our food safety, compliance and sustainability activities we identify gaps that emerge and assess if we fall short of our standards. We work with the accountable people in all our operations to close those gaps and remediate those issues.

Stakeholder Engagement

We identify and engage with key stakeholders to develop a better understanding of the social, governance and environmental contexts, risks and challenges in our supply chain. We develop collaborative relationships with stakeholders and, in some cases, partnerships to tackle opportunities or challenges jointly identified in our operations and communities. Our approach to stakeholder engagement is enshrined in the Global Stakeholder Engagement and Communications Policy.



More information is available in our
[Global Stakeholder Engagement Policy](#)

Revising the Fyffes Principles

As international standards evolve over time, new regulations are necessary to address emerging issues and trends. The nature of Fyffes business also changes, requiring us to monitor different risks and issues and adjust the Fyffes Principles accordingly.