

# **TOP GLOVE CORPORATION BHD CUSTOMER CODE OF CONDUCT**

The Top Glove Corporation Bhd Customer Code of Conduct is a reference for use in all the countries in which Top Glove has operations. This document does not describe all applicable laws and/or Top Glove's policies in full detail. This is not a legal and/or contract document. Top Glove reserves full rights to alter, modify, revise, cancel or waive any policy, procedure or condition without notice and without revision of the Code. The provisions of the Code may from time to time be revised and modified to adapt them to local laws and conditions.

**Acknowledgement of Receipt**

As Top Glove's customer, we hereby acknowledge, agree and undertake to adhere to the Top Glove Customer Code of Conduct as set out herein.

Management Representative,

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Name:

Position:

Date:

Company Address & Stamp:

**How to raise an integrity concern**

Disclosures can be submitted in good faith through the following channels as below:

1. Via email: [TG@whistleblower.com.my](mailto:TG@whistleblower.com.my)
2. Via mail box:  
PO BOX #911  
L2-08, Level 2, Cheras Leisure Mall,  
Jalan Manis 6, Taman Segar,  
56100 Kuala Lumpur, Malaysia
3. Via Top Glove's company website: <https://tgapp.topglove.com/whistleblowing/index.html>

## **Statement of Governance and Integrity**

Since its inception in 1991, Top Glove Corporation Bhd has demonstrated its uncompromising commitment to governance and integrity in every aspect of its business and operations. We have extended this culture not only in Malaysia but in all our business operations worldwide. It is with this discipline, conduct and commitment to good governance that we listed on Bursa Malaysia (in 2001) and on the Singapore Stock Exchange (in 2006). As a public listed we have firm obligations to our shareholders and stakeholders to comply with regulations, laws of the land and business ethics.

Top Glove's **Vision is anchored on being 'your world class partner in gloves and healthcare products'** and to ensure we achieve we are led by **our business ethics of honesty, integrity and transparency**. Our **corporate mission is to ensure we provide safe human protection globally** and we wish to stress these elements in our relationship with all our business partners.

It is also crucial for us that our partners are aligned with quality policy and the following is Top Glove's quality policy:

1. Quality & productivity are our business
2. Continuous improvement & innovation are our duties
3. Towards zero defects is our target
4. Compliance with customers' and regulatory requirements is our responsibility

We would like to stress here, where you may have areas of concerns towards conduct of any of Top Glove's executives, we urge you to promptly raise the issue to us through our channels of complaints included within this document and/or through Top Glove's whistleblowing channels which the Company makes available to you. It is absolutely crucial that our staff perform at the highest of professionalism with all our stakeholders.

Top Glove will not tolerate compromise to your commitment to integrity. We believe there is no conflict between excellent financial performance and high standards of governance and compliance. The two to us in Top Glove is mutually supportive, reinforcing and complementary.

As a public listed company both in Malaysia and Singapore and with Top Glove aiming towards becoming a Fortune Global 500 company by 2030, the strength of our brand and reputation is the foundation of our business sustainability. Our commitment to environmental, social and governance compliance to its highest of standards are core to our long term business partnership with our customers and suppliers, as well as all our stakeholders.

Finally, we thank you for choosing to do business with Top Glove.

## **Customer Code of Conduct**

This Customer Code of Conduct advances the principles of discipline, good conduct, professionalism, transparency, integrity which are critical to the success and sustainability of Top Glove.

This Code is part of Top Glove's corporate governance code of business ethics. Your compliance with and support for the Code is critical for Top Glove's success and the continued relationship with our customers. This Code is a means by which we share our values with our customers. It is established with the intention to guide our customers in making business decisions when confronted with an ethical dilemma. That Top Glove has built good relationships with our some 200 global customers over the years, the trust gained cannot be taken for granted because it takes just a moment to lose it.

So, please do read through the Top Glove Customer Code of Conduct and adhere to its principles in full compliance with all laws and regulations, bearing in mind that each of us has a personal responsibility to incorporate a culture of integrity and ethics. Generally, this Code should be understood as a framework of minimum requirements which are applicable in the vast majority of situations.

We sincerely thank you for your commitment to this critical effort — a commitment that will help ensure that we live by the good standards of **honesty, integrity and transparency**.

## **Scope of Top Glove Customer Code of Conduct**

This Code of Conduct sets forth the behaviour expected by our customers and helps them establish good management practices, make ethical decisions and identify potential misconducts. Top Glove expects its customers and other entities with which it conducts business ("Customers") to ensure and apply the same level of commitment towards sound and sustainable business practices. Moreover, while the Code is specifically written for Top Glove's customers, we also expect our end customers to follow the Code in connection with the usage of our products. Hence, all of our potential, new and existing customers should know and follow the Code.

### **A. Respect and support for the Universal Declaration of Human Rights**

Respect for human rights is one of Top Glove's fundamental values. Through our actions and policies, we strive to respect and promote human rights by upholding the Universal Declaration of Human Rights. Hence, we expect all our customers to avoid causing or contributing to human rights infringements through their business actions by recognizing the inherent dignity and rights of all their employees, including permanent, contract, temporary, local and migrant workers, are respected.

### **B. Observance of Applicable Legislation.**

Top Glove would encourage all its customers to adhere to the local legislation in force in the country or state where they are located. Our customers should comply with the relevant legislative objectives and moral obligations to create, build a harmonious, safe and healthy work environment and culture.

Kindly find below some of the standards and policies in our code of conduct that we would like to promote to our customers

Remark: \* Zero Tolerance

**1. \*No Child Labor**

Top Glove's position on child labour is simple. We strongly oppose the use of child labour in our distribution chain. Subsequently, we would also expect all our customers to prevent child labour in their operations and to participate in industry efforts aimed at the elimination of such practices wherever they exist.

**2. \*No Forced Labor**

Top Glove's principle of No Forced Labour is based on the International Labour Organization (ILO) conventions and national laws. At Top Glove, all employees shall have the right to enter into employment voluntarily and freely. Thus, we would like to extend this responsibility to all our customers to tackle forced labour and to apply this principle to all personnel as well as interns, foreign workers and any other person performing a task in our customer's company. This policy represents a clear contractual obligation as condition for any business relationship with our customers.

**3. \*Harassment and Violence**

We expect all our customers to practice the value respect and to not tolerate any form of harassment or violence. "Harassment" generally includes any form of unwelcome conduct towards another person that has the purpose or effect of creating an intimidating, hostile or offensive work environment for that person.

**4. \*Bribery and Corruption**

Top Glove has adopted a "NO GIFT" Policy whereby all employees and their immediate family members are prohibited from receiving gifts from their customers and providing gifts to their customers. Consequently, customers should also bear in mind about this policy by avoiding conflict of interest as gifts can be seen as a bribe that may tarnish our reputation or be in violation of anti-bribery and corruption laws.

**5. Occupational Safety and Health**

Top Glove prides itself on providing a safe and harmonious workplace environment for our employees, conducive for both career and personal growth through its Zero Harm culture. Since safety is our top priority, we expect our customers to also strive and ensure a safe and healthy workplace and living condition (if applicable) to their employees. Our customers should protect their employees from exposure to potential occupational safety and health hazards that are likely to pose an immediate risk of permanent injury, illness or death. Always remember that no job is so important and no task so urgent that it cannot be done safely. Safety and health always come first!

**C. Respect the Environment**

Top Glove is wholly committed to producing consistently high quality healthcare products at efficient low cost, while continuously striving to preserve the environment. To achieve this, we whole heartedly

support our customer's efforts in meeting all relevant environmental regulations, implementing progressive environmental practices and maintaining procedures for notifying local authorities in the event of any environmental accident resulting from business operations. Here, Top Glove would like to extend our environmental sustainability policies of proper waste management practices, dedicated 4R programs and efficient usage of raw materials for the mutual benefit of environmental preservation.

**D. Respect Privacy & Information Security**

Since Top Glove highly respects the information confidentiality of customers, likewise, we would also expect our customers to use and process our sensitive information and data with reasonable care. The collection, use and other processing of personal information shall comply with privacy and information security laws and regulatory requirements.

**E. Top Glove's Intellectual Property**

Top Glove's intellectual property is an invaluable asset that must be protected at all times. Our intellectual property includes our controlled certifications, trademarks, trade names, brands, designs, logos, copyrights, inventions, patents, drawings and trade secrets. Therefore, we would like to advise our customers to be respectful by not distributing our intellectual property to other parties without the express approval from our management.

**F. Corrective Action Process**

If there are any deficiencies identified by an internal or external audit, customers are advised to maintain and implement procedures for timely corrections.

**G. Audit**

As we value the trust gained from our customer, we would sincerely appreciate it if all our customers are accountable to this Code and all of its standards. Our customers are advised to maintain a management system that facilitates compliance with this Code and all applicable laws. Moreover, customers shall maintain documents, perform periodic audit assessments, evaluations of its facilities and operations to ensure compliance with this Code and all applicable laws.

**H. Compliance with Standards**

Top Glove aspires to be a model ethical company. Even though we have created this code of conduct as a guideline for all our customers, it is still impossible for us to list out every possible ethical scenario. Instead, we rely on our customer's good judgment to uphold a high standard of integrity. We expect all our customers to be guided by this Code of Conduct.

**AND REMEMBER... DO GOOD, STAND AND VOICE OUT IF YOU SEE SOMETHING IS WRONG,  
UNETHICAL AND/OR ILLEGAL!**