



# OUR CODE OF CONDUCT

Raglam<sup>®</sup>  
FOOD CO

We're all about

# LIFTING THE VIBE



That means treating our team, customers, partners, and community with authenticity and care - our Code of Conduct helps remind us of our values and commitment to running an ethical business that is a tool for good.

## **CUSTOMERS**

At Raglan Food Co we know our success depends on the satisfaction of our consumers and the quality of our products. We apply the highest quality and safety standards to our operation and follow best practices in terms of honest and responsible marketing and clear labelling. We listen to our customers, taking their feedback for improvements on board, and have a 24 hour response time policy for responding to customer queries.

## **BUSINESS PARTNERS**

We consider 'business partners' all our suppliers, service providers, agents, and distributors. We are committed to fair and ethical relationships with our business partners, based on clear and respected terms of business, adherence to the principles set out in our Supplier Standards and a fair selection process.

## **LEADERSHIP**

At Raglan Food Co we follow best practice standards in terms of corporate governance and financial communication. We are committed to providing our shareholders & directors with accurate, timely, regular and reliable information on the Company's activities, performance, prospects and strategy.

## COMMUNITY

The Raglan Food Co journey began thanks to the support of a wonderful local community. We aim to collaborate with and respect the communities we work in.

We want to be good citizens who actively participate in our local community, and create a positive impact through our products, the work opportunities we provide, and the ways we choose to give back to the communities we operate in.

## COMPETITORS

Although we strive every day to create the best products on the market, we believe in and promote the principle of unrestricted and fair competition. We will not engage in unethical activities either with or against our competitors.



## ENVIRONMENT

Planet Earth is our one and only home. Taking care of it is at the core of our values, and we are deeply committed to developing our business in the most sustainable way possible - tracking and minimising our impact, and offsetting the carbon footprint we generate. Our aim is to constantly improve the way we do things, and make good choices. We are involved in a number of environmental initiatives and actively encourage our team to engage with these.



Proudly involved in these initiatives





## CONFIDENTIALITY

At Raglan Food Co we take confidentiality seriously and all employees are required to protect Raglan Food Co's confidential information and intellectual property.

This includes all non-public information in whatever form transmitted relating to past, present or future business affairs; business plans, specifications, design plans, suppliers, ingredients, recipes, drawings, software, data, prototypes, oral or written descriptions of processes, and/or technology, customer lists, vendor lists, marketing strategies, financial information, and all other business and technical information. We must also protect our customers and business partners confidential information and any of their intellectual property we may have access to as part of our business relationship.

## MONEY LAUNDERING AND FRAUD

Breaking Bad may be a fun show to watch, but it's not the kind of show we'd want to run. We reject any attempt to use our business to launder money and will only work with legitimate customers and business partners. We also have a zero tolerance stance against fraud (such as theft or misuse of Raglan Food Co's assets, non-compliant expenses or embezzlement).

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## HARASSMENT

The mental & physical safety of our people is very important to us. We do not tolerate any form of harassment in our workplace - this includes all forms of bullying, the spreading of rumours or hurtful gossip, inappropriate jokes, and discrimination. Our leadership team have an open door policy for reporting any concerns or issues, and every team member is made aware of our zero tolerance approach to harassment.

## BREACHES

Any breaches to our Code of Conduct need to be dealt with. Our options for this are as follows:

1. Attempt to deal with the issue yourself - speak up, challenge it, discuss directly with the person / people affected by it.
  2. Raise the issue with the appropriate management team member who will be held responsible to take action on it.
  3. Report it anonymously by posting a letter to our office.  
All reports will be investigated thoroughly.
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# THANKS!



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FOOD CO