



# Our Responsible Sourcing Policy

Do Good.  
Feel Good.



## Our Sustainability Philosophy

When people do good, they feel good.  
So, we aim to be a force for good. On every level  
– from our individuals to our communities, and  
our planet – it's clear for all to see. We care.

# Introduction

At Ovolo, as part of our Do-Good, Feel-Good Sustainability Commitment, which sees us driving positive change for both people and the planet, we aim to partner with our suppliers to protect human rights, find ways to tread lighter environmentally, and ensure sustainable sourcing. This policy outlines the minimum sustainability standards that we require our Suppliers to meet.

## Scope

A proud Hong Kong brand, Ovolo Group remains a family-owned and privately-operated business operating four hotels and three restaurants in Hong Kong, and eight hotels and seven restaurants across Australia in Sydney, Melbourne, Canberra, and Brisbane. And one Hotel and one restaurant in Bali.

This policy relates to the minimum standards that we require our Suppliers to meet so that together we can integrate environmental and social considerations into our everyday practices and make a positive contribution to society.



## Principles

We expect all our suppliers to share in our Do-Good, Feel-Good commitments and adhere to these principles when they conduct their business. Our suppliers must continually review and comply with this policy and communicate this with their employees and supply chain.

Suppliers must notify Ovolo of any breaches or material shortcomings in relation to the code and must reasonably seek to address, remediate, and prevent the recurrence of these issues.

Ovolo expects all suppliers to comply with guidelines set out in the following key focus areas:

**Ethical and Sustainable Business Practices**

**Treading Lightly**

**Sourcing Local**

**Human rights**

**Creating Happy, Safe, and Inspired workplaces**

**Diversity, Inclusion, and Belonging**

# Our Focus Areas



## Ethical and Sustainable Business Practices

We expect our suppliers, at a minimum, to comply with **anti-bribery and corruption laws and have adequate internal processes to address actual or suspected cases of bribery and corruption in their business**. Suppliers should not give, offer, or promise anything of any value to any person, including government officials or their family members, for the purpose of improperly influencing an official action or gaining an improper advantage.

Ovolo maintains a strong **speak-up policy** that promotes ethical and professional conduct in the workplace. Suppliers, contractors, their employees, and subcontractors can make a report in relation to breaches of this policy by speaking to their Ovolo contact or by confidential email to **speakup@ovologroup.com**. All reports are treated confidentially, and the respondent's identity is protected. Speaking up provides an opportunity for Ovolo to identify, investigate and address any issues reported in a timely and effective manner. It helps to create a safe and ethical environment and encourages employees to take responsibility for their own actions and those of others.

Ovolo also has a **zero-tolerance policy for any form of harassment, bullying, discrimination, or other behaviour that does not comply with the code of conduct**. Ovolo reserves the right to take disciplinary action against any supplier or contractor that breaches the code of conduct or any of its policies.

The code of conduct sets out the standards of behaviour expected from all of Ovolo's suppliers, contractors, their employees, and subcontractors. It covers areas such as:

· <b>Respect for others</b>	· <b>Confidentiality</b>
· <b>Professional integrity</b>	· <b>Health and safety</b>
· <b>Quality of service</b>	· <b>Environmental protection</b>
· <b>Fair and ethical practices</b>	

*Adherence to this code of conduct is mandatory and all suppliers and contractors are expected to ensure that their employees and subcontractors comply with it. Any breaches of the code of conduct may result in disciplinary action, including termination of the agreement.*



## Treading lightly

At Ovolo, we are committed to **treading lighter on our planet**, starting with our places where we're committed to reducing energy, water consumption, and carbon emissions. We are also lessening the overall amount of waste produced in our hotels while taking steps to divert waste from landfill through recycling, composting, donation, and earth-friendly technologies.

Ovolo suppliers are conscious of their impact on the environment and seek to minimize their impact.

### Ovolo suppliers will:

- As a minimum, **comply with all applicable environmental laws and regulations**.
- Consider **additional environmental management** for their most significant environmental impacts including:
  - Strategically seeking to minimize their environmental footprint by minimizing energy, water consumption, and carbon emissions.
  - Making consideration for the principles of the circular economy in product design, manufacturing, recycling/disposal, and waste management.
  - Protect and support biodiversity.
  - Take steps to continuously improve their environmental performance.
- Maintain continued **sustainability education** in their business and share learning outcomes with Ovolo.



## Sourcing Local

As a first step, we are **sourcing local, organic product** to serve in our restaurants and bars. Purchasing locally supports the livelihoods of our communities, encourages greater regional investment, and reduces carbon emissions from transporting shorter distances.

We show pride in our local producers and farmers through partnerships that strengthen our communities. We encourage our suppliers to also seek to increase the proportion of their total spend, spent locally.



## Human Rights

Ovolo is committed to **upholding the human rights of all workers and endeavours** to uphold the standards in the UN Declaration of Human Rights and ensure compliance with local laws in the countries in which we operate. Our commitment to protecting human rights is reflected in our policies, including our Code of Conduct and Anti-Discrimination, Equal Opportunity, and Modern Slavery Policy.

### Suppliers and contractors must:

- **Comply with all laws in their relevant jurisdiction** in relation to human trafficking, slavery, and child labour in the workplace and not engage in inhuman treatment of workers.
- Workers have **fair wages** and **employment agreements**.
- **Work hours do not exceed the maximum limit** set by relevant legislation.
- All workers are **free to exercise their right to form and/or join trade unions** and to bargain collectively.
- **Workers experience fair and equal treatment and access to opportunity and enjoy a work environment** that is free of discrimination, harassment, intimidation, or coercion relating directly or indirectly due to, race, religion, national or ethnic origin, citizenship status, political opinion, age, marital or relationship status, carer responsibilities, sex, sexual orientation, gender identity, intersex status, pregnancy, parental status, breastfeeding, disability, veteran status, trade union activity or another legally protected status.
- All workers' **health and safety are protected** in the workplace.
- Workers have **access to fair procedures and remedies**.
- Use their best endeavours to ensure that there is **no modern slavery in their supply chains and operations**. In the event, Suppliers identify any occurrence of or material risk of modern slavery in their supply chains or operations they are to take practical and effective steps to address that occurrence or risk. Suppliers must notify Ovolo Group as soon as practicable of any occurrence of, or material risk of modern slavery they have identified and notify relevant authorities where appropriate.



## Creating Happy, Safe, and Inspired workplaces

At Ovolo, we are working hard to create **happy, safe, inspired, and F.U.N workplaces** around the world.

We expect our suppliers to **comply with all their legal responsibilities in local Work Health and Safety legislations** or similar laws and be committed to preventing workplace bullying, unlawful discrimination, and harassment in their workplaces.



## Diversity, Inclusion, and Belonging

Ovolo aspires to **build a company that reflects the diversity of our customers**. A company where inclusion and equity are embedded in everything we do. We're taking steps to build a more equitable company and drive real, lasting change.

Ovolo expects that suppliers create a similar inclusive environment that is based upon mutual respect, which creates a sense of belonging and enables all team members to reach their full potential.

**Girish Jhunjhnuwala**  
CEO – Ovolo Hotels

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*NOTE: This policy is a public document and will be reviewed annually.*