

Mondelēz International (MDLZ) believes in building strong and mutually beneficial relationships with our Suppliers that are aligned with our core values: Love our Consumers & Brands, Grow Every Day, and Do What's Right. We strive to ensure our interactions are supported by the commitments and behaviors that we make to each other and our consumers, customers and communities, while ensuring our actions, and the actions of our Suppliers, are aligned with our [Code of Conduct](#). We are dedicated to the delivery of reliable, sustainable, and compliant supplies from capable suppliers that empower our consumers to snack right.

### **SYSTEM EXPECTATIONS**

- Suppliers shall have a written Quality Management System (QMS) to ensure compliance with the MDLZ [Supplier Quality Expectations Manual](#), the MDLZ specifications, selected Quality Management Certifications (e.g., GFSI schemes, ISO 9001, cGMP), and applicable regulatory requirements (in the producing country and the country of delivery). Prior to contracting, the Supplier's Quality team shall review the Supplier Quality Expectations Manual and agree to comply to the expectations, and signoff on MDLZ specifications.
- Supplier shall have implemented a written [Hazard Analysis Critical Control Point](#) (HACCP) plan/Food Safety plan (for FDA registered sites) for all materials produced for MDLZ. The Supplier's products shall be designed, produced, and stored using HACCP principles. The supplier shall ensure a culture focused on food and consumer safety, including transparent and timely communication of relevant data.
- Supplier shall maintain legible records sufficient to show effective implementation of the QMS. The QMS shall identify which records shall be maintained to show effective implementation, and controls needed for identification, storage, protection, retrieval, retention, and disposition of records. Records shall be retained for, at a minimum, shelf life plus 2 years unless otherwise specified by regulation.

### **LABELING, PACKAGING, SHIPPING, AND CERTIFICATE OF ANALYSIS EXPECTATIONS**

- Supplier shall ensure that labels are correctly and consistently applied to materials supplied to MDLZ, and that labels meet applicable regulatory requirements and MDLZ specifications. In particular, the Supplier shall verify the accuracy of labels for allergen profile, ingredient information (including GMO status), nutritional information, net quantity, specific claims, legal designation (product name), and appropriate registration information/number (if applicable).
- Supplier shall ensure each label clearly exhibits the material name, the name and address of the manufacturing site, packer and distributor (if applicable), as well as the lot number, net quantity, durability date (shelf life), storage conditions, preparation instructions (if applicable), allergens and the appropriate Kosher and Halal symbols (where required). The durability date shall be consistent with the shelf life of the material as stipulated by the MDLZ Specification and regulations (where prescribed). All other voluntary claims such as "suitable for vegetarians", "GMO free", "gluten free", organic claims, etc. shall be validated and verified before being applied to the label.
- Supplier shall ensure that food contact packaging materials (e.g. big bags, multi-layer paper, etc.) are fit for purpose and shall have food-contact material certificates. Packaging shall not alter product organoleptic characteristics and shall not be a source of foreign material nor allergens. Staples or metal objects of any kind shall not be used on packaging or on the pallet. All plastic bags or liners in direct contact with materials shall be of a different color, preferably blue, from the material itself.
- Supplier shall manage warehousing and transportation to ensure that the safety, quality, and security of materials and products are maintained at all stages from receipt of materials through delivery of products to MDLZ. The Supplier shall use designated storage areas or stock rooms to prevent damage to, deterioration of or tampering with material.
- Supplier shall ensure that required Certificates of Analysis (CoA) are provided prior to the acceptance of the material at MDLZ locations. CoA shall be written in local language of the receiving MDLZ plant or in English, and include actual tests results per MDLZ requirements.

### **PERFORMANCE EXPECTATIONS**

- Supplier shall have the ability to respond to all MDLZ generated issues related to the materials and services provided by the Supplier. Documented acknowledgment should be received within 1 business day and target completion of root cause investigations within 10 calendar days for Priority 1, 14 calendar days for Priority 2 and Priority 3 events. Substantiated problems may warrant the Supplier being placed on a supplier performance improvement plan until the problem is contained and irreversible corrective action are implemented and verified as effective.
- Supplier shall work collaboratively with MDLZ for timely resolution of defect related events, maintaining an open-door policy for on-site visits in support of risk mitigation efforts. Supplier shall permit MDLZ, or a delegate, access to facilities, including the use of remote technologies, to conduct a periodic quality audit, a for-cause audit, or in exceptional circumstance an unannounced audit.
- Supplier shall maintain a zero-defect culture, where performance is monitored, and actions are taken to drive continuous improvements (e.g., defects, customer issues, responsiveness, audit performance, food safety, delivery, innovation, cost). The goal is zero customer issues and zero defects shipped.
- Supplier shall ensure 100% on time and in full delivery per our company's schedule requirements. The Supplier shall establish lead times that are reliable, accelerated/flexible based on industry standards, and decreasing over time. The Supplier shall provide proactive communication of open orders and lead times to ensure supply chain continuity.

- Supplier shall immediately notify our company of any significant event(s) that could affect MDLZ food safety, food defense, quality, processing, or potential recalls of Supplier material.
- Supplier shall ensure their processes always operate efficiently and in control, producing specification-conforming products while minimizing waste. Supplier shall:
  - Monitor and trend all defined Critical Process Parameters (CPP's) and Critical Quality Attributes (CQA's).
  - Maintain a Measurement System Analysis (for example, Gage Repeatability & Reproducibility) program.
  - For design responsible suppliers, maintain documented FMEAs on all supplied products/materials.
  - Establish Process Control Limits (PCL's) for in-process and final release testing.
  - Maintain approved Process Flow Diagrams (PFD's) for all supplied products/materials.
  - Periodically re-qualify and validate supplied materials/products.
  - Ensure all testing is performed by an accredited lab.
  - Have a supplier quality management process that includes a supplier audit process for sub-suppliers.
  - Provide advanced notification of changes as defined in the [Supplier Quality Expectations Manual](#).
  - Maintain a Preventative Maintenance (PM) program, where all maintenance activities are successfully completed on-time.
- Supplier shall have financial responsibility for impact to the supply chain realized because of delayed or expedited shipments or for non-conforming items and services, and their effects. This may include cost recoveries for additional company resources involved with remediation of non-conforming items and services, re-work, scrap, premium transportation, etc.

#### **BUSINESS, COST, AND COST LEADERSHIP EXPECTATIONS**

- Supplier shall leverage good faith practices in supply chain selection, negotiation, contracting, and management.
- Supplier shall adhere to applicable MDLZ business requirement, such as Global Master and Purchase Agreements, [PO Terms & Conditions](#), Confidentiality Disclosures, [Invoicing Requirements](#), [Cybersecurity & Operations Expectations](#), and [Policies & Guidelines](#).
- Supplier shall harmonize [Payment Terms](#), develop Vendor Management Inventory, optimize order quantities and minimize inventories.
- Supplier shall proactively identify and communicate cost savings opportunities, drive synergies, and eliminate losses and inefficiencies within the value chain, establishing an ever-improving best in class cost position. Drive obsolescence reduction and improved portfolio optimization with a zero losses mentality. Supplier shall qualify business continuity plans across all supplied products and services.
- Supplier shall utilize the [Supplier Central Portal](#) for accessing key documentation such as Supplier profile, performance scorecards, document sharing, and accounts payable information. Supplier shall actively manage their account for communications.

#### **SUSTAINABILITY EXPECTATIONS**

- Supplier shall work collaboratively with MDLZ to make our snacks more sustainable by using less energy, water, and waste, with ingredients consumers know and trust. Take action to ensure all products and services, supplied to MDLZ, align with the MDLZ [Sustainability Framework & Well-Being Strategy](#), and align to all applicable requirements as listed below.
  - **Climate Change:** Key suppliers and carbon-intensive materials (Dairy, Cocoa, Wheat, Palm, Sugar) shall commit to [Science-based targets](#) and report [CDP](#) climate annually.
  - **Water Risk:** Key suppliers and water-intensive crops (Sugar Cane, Soya, Wheat) to report [CDP](#) water annually.
  - **Human Rights:** Maintain a robust human rights policy, with an accessible grievance mechanism for employees & contractors.
  - **Animal Welfare:** Supplied products of animal origin, shall be produced in line with animal welfare standards ensuring the five freedoms are respected (e.g., ISO TS 34700).
  - **Energy:** Key suppliers to commit to 100% renewable energy by year 2030.
  - **Wheat Grain/Flour:** Collect and track greenhouse gas emission data on-farm via industry-standard platforms listed in the GPG protocol (e.g. [Global](#) or [US/Canada](#)). Harmony wheat to be collected and tracked via [AgroSolutions](#) and the [Harmony Charter](#).
  - **Deforestation:** Wheat and Flour suppliers to provide grain origination (location or region) to run tree cover loss assessment in a 20-year timeframe, or run their own assessment via [globalforestwatch.org](#)
  - **Palm:** Comply with the [Palm Oil Action Plan](#), reporting annual progress on KPIs, & supply traceable, forest-monitored palm oil.
  - **Soy:** Provide origin information and/or valid sustainability certificates as defined in the [CGF sustainable sourcing guideline](#).
  - **Packaging:** Fiber based packaging suppliers, including all paper mills, shall ensure each manufacturing site is [FSC](#) certified.

#### **ECONOMIC INCLUSION AND SUPPLIER DIVERSITY EXPECTATIONS**

- Supplier shall, to the extent legally permissible and in compliance with applicable law, indicate if you are at least 51% owned and controlled by a woman, minority (as legally defined in your geography), LGBTQ+, disabled person, or a United States veteran by registering in our [Diverse Supplier Database](#).
- Supplier shall use commercially reasonable efforts to source from minority, women, LGBTQ, disabled, and veteran -owned vendors and subcontractors; and to the extent legally permissible and in compliance with applicable law, MDLZ requests our suppliers to report their "Tier 2" spending with these businesses.