



Code of Conduct

Integrity, responsibility, and trust from seed to customer

Effective date	July 1, 2025
Policy owner	Executive Leadership
Applies to	Employees, officers, directors, temporary workers, contractors, consultants, suppliers, distributors, and business partners acting for or on behalf of The Jojoba Company.

Our commitment

The Jojoba Company provides high-quality jojoba products with integrity - from our farming cooperative through processing, packaging, sale, and customer care. Trust in our products depends on the choices we make at every stage of our value chain.

This Code of Conduct sets the minimum standards for how we work. Everyone covered by it is expected to understand it, follow it, raise concerns promptly, and cooperate with good-faith reviews. Where this Code, a company policy, a contract, certification requirement, or applicable law sets different standards, we follow the stricter applicable requirement.

Our guiding principles

1	Integrity. We are honest, accurate, and fair in our decisions, records, communications, and commitments.
2	Quality and product responsibility. We protect the purity, safety, traceability, and quality of every product we sell.
3	Respect for people. We treat colleagues, growers, suppliers, customers, and communities with dignity, fairness, and respect.
4	Compliance. We comply with applicable laws, regulations, certifications, contracts, and responsible industry practices.
5	Environmental stewardship. We make responsible choices regarding farming, sourcing, processing, packaging, transportation, and waste.

1. Honest and lawful business practices

We conduct business honestly and lawfully. We do not engage in bribery, kickbacks, fraud, theft, money laundering, unfair competition, or any other improper business practice.

- Keep complete, accurate, and timely business, financial, quality, inventory, and shipping records.
- Obtain required approvals before committing company funds, entering contracts, issuing credits, or making product or marketing claims.
- Compete fairly and independently; do not discuss or agree with competitors on prices, customers, territories, bids, or other competitively sensitive matters.
- Avoid offering or accepting gifts, favors, entertainment, or payments that could improperly influence a business decision.
- Protect company assets and use them only for legitimate business purposes.
- Disclose actual or potential conflicts of interest, including financial interests, family relationships, or outside work that could affect objective decision-making.

2. Product integrity, quality, and customer trust

Every product must be handled and represented responsibly. Quality is not limited to final inspection; it begins with sourcing and continues through customer support.

- Follow approved specifications, quality controls, sanitation practices, storage requirements, and lot-traceability procedures.
- Preserve accurate records of product origin, processing, testing, packaging, inventory, and shipment.
- Never dilute, substitute, mislabel, backdate, alter, or misrepresent products or quality records.
- Investigate complaints, adverse events, suspected contamination, labeling concerns, or product-quality deviations promptly and escalate them through established procedures.
- Support recalls, withdrawals, corrective actions, and regulatory notifications when required.
- Make marketing, labeling, and customer-service statements that are truthful, substantiated, and consistent with applicable cosmetic, consumer-protection, organic, and advertising requirements.
- Never promise medical outcomes, diagnose conditions, or make unapproved therapeutic claims about products.

3. Responsible sourcing and supplier expectations

We expect everyone in our supply chain to share our commitment to ethical, responsible operations. Suppliers, growers, processors, packaging providers, logistics partners, and contractors must:

- Comply with applicable labor, environmental, health, safety, product, trade, and anti-corruption laws.
- Prohibit forced labor, child labor, trafficking, harassment, discrimination, and unsafe working conditions.
- Provide fair and respectful working conditions, including lawful wages and working hours.
- Maintain reliable records and permit reasonable due diligence related to quality, traceability, certifications, and compliance.
- Protect the authenticity and integrity of materials, including organic or other certified materials where applicable.
- Notify The Jojoba Company promptly of any material quality, safety, ethical, legal, or certification issue affecting supplied goods or services.

We select and retain business partners based on quality, reliability, integrity, responsible practices, and value - not improper personal benefit.

4. Respectful, safe, and inclusive workplace

We are committed to a workplace where people can do their best work free from harassment, discrimination, intimidation, violence, and retaliation.

We do not tolerate discrimination or harassment based on race, color, religion, sex, pregnancy, sexual orientation, gender identity or expression, age, national origin, disability, veteran status, genetic information, or any other status protected by law.

- Treat one another professionally and respectfully.
- Make employment decisions based on legitimate business criteria, performance, qualifications, and business need.
- Maintain a safe workplace; report unsafe conditions, injuries, threats, or violence immediately.
- Respect privacy and safeguard confidential personal information.
- Never retaliate against someone who raises a concern, participates in an investigation, or declines to participate in misconduct.

5. Environmental responsibility

Responsible stewardship is part of how we protect the natural resources and communities connected to our business. We strive to:

- Use resources efficiently and reduce avoidable waste across farming, processing, packaging, warehousing, and shipping.
- Follow applicable environmental permits, disposal rules, and handling requirements for materials and waste.
- Reduce unnecessary packaging and favor practical, responsible packaging choices where quality and product protection allow.
- Prevent pollution, spills, contamination, and improper disposal.
- Consider environmental impact when making operational, sourcing, and transportation decisions.
- Communicate environmental and sustainability claims accurately and only when they can be supported.

6. Responsible customer, digital, and data practices

We earn customer trust through transparent communication and responsible data handling.

- Protect customer, employee, supplier, and business-partner information from unauthorized access, use, or disclosure.
- Collect and use personal information only for legitimate business purposes and in accordance with applicable privacy laws and company procedures.
- Secure access credentials, payment information, order data, and systems.
- Market responsibly: honor customer preferences, avoid deceptive practices, and clearly disclose material terms, offers, subscriptions, and promotions.
- Respond to customer questions and complaints honestly, respectfully, and promptly.

7. Speaking up and reporting concerns

Everyone has a responsibility to report suspected misconduct, unsafe conditions, product-quality concerns, legal violations, conflicts of interest, or violations of this Code.

Concerns may be raised with a manager, executive leadership, Human Resources, the quality team, or the designated reporting channel. Reports may be made in good faith even when the reporter is uncertain whether a violation has occurred.

The Jojoba Company will review reports promptly, fairly, and as confidentially as reasonably possible. Retaliation against anyone who raises a concern in good faith is prohibited.

8. Accountability

Violations of this Code may result in corrective action, up to and including termination of employment or business relationships, recovery of losses, referral to authorities, or other appropriate action.

Managers and leaders have additional responsibility to model these standards, create an environment where concerns can be raised safely, and address issues promptly.

9. A shared responsibility

No sale, deadline, customer request, or business opportunity justifies compromising integrity, product safety, legal compliance, or respect for people and the environment.

When in doubt, pause and ask:

- Is it legal and consistent with this Code?
- Is it honest, accurate, and fair?
- Would I be comfortable explaining this decision to a customer, colleague, regulator, or grower?
- Does it protect people, product quality, and the long-term trust placed in The Jojoba Company?

If the answer is unclear, seek guidance before proceeding.