

MANUFACTURER – CLIENT CODE OF CONDUCT

06/01/2023

Hatch Industries Limited has implemented a Code of Conduct for both Hatch as a manufacturer and our clients, the Food Service/Health Care Dealers. The following will outline the expectations of a professional business relationship along with what will not be tolerated from any parties involved herein.

Hatch Industries Limited values and respects our clients and suppliers in the same manner; without our suppliers we cannot satisfy the requirements of our clients. While we cannot expect everyone to embrace our mandate, we do have the expectation that our clients and suppliers adhere to this code of conduct when interacting with Hatch.

Hatch Industries Limited as a Company along with its principals and employees will endeavour to always treat clients with fairness, kindness, integrity, dignity and respect. Hatch will strive to always be respectful of the many different values, beliefs, cultures and religions held by the individuals that we interact with.

This will be achieved by being kind, objective, competent, maintain confidentiality if required, inject humour when appropriate, and at all times act in a professional manner befitting any business relationship.

Hatch will at all times be cognisant of the golden principals of being ethical, moral, set the right tone with a situation, maintain an open and enquiring mindset of a situation, take into account all parties involved, and weigh what is the right and proper action to implement with the situation at hand.

By practicing the conduct and principals noted above while keeping in mind the level and years of experience of the parties involved in any situation, it will enable the Company and its staff to communicate, make the necessary inquiries to fully understand a situation, and finally come up with a viable and acceptable resolution for all parties involved.

As all strive to follow the above conduct and principals, it is acknowledged that everyone is human and there may be times where the human factor will cause less than exemplary results in this endeavour. However, it is expected that any such failure be acknowledged, addressed and resolved.

It is the expectation of Hatch that the above conduct and principals be reciprocated by its Food Service Dealer Clients. It is with great reluctance that at some point choices will need to be made to rescind dealership status for anyone disrespecting Hatch's core beliefs for a mutually beneficial business relationship.

Food for thought:

Be Humble:	"Be humble and never think you are better than anyone else" "True humility is intelligent self respect....."	- Author unknown - Author unknown
Be Kind:	"You catch more flies with honey than vinegar....." "Kindness begets Kindness"	- Author unknown - Proverb
Be Good-Humoured:	"A Day without laughter is a day wasted" "Humour is mankind's greatest blessing"	- Charlie Chaplin - Author unknown

Hatch Management Team

Rev.10.01.23

CANADA/USA TOLL FREE: **1-800-387-6969** FAX: **1-519-822-8365** www.hatchindustries.com