

Code of Business Conduct and Ethics

i-Mix International Inc.

Issued: 15 October 2026 · Version 1.0 · Review: annually

Why this Code exists

i-Mix International connects ingredient producers with food manufacturers. Both sides rely on what we tell them. A manufacturer acts on our technical judgement in their plant. A producer trusts us with their product in markets they cannot see.

That is a business built on being believed. This Code sets out the standards we hold ourselves to so that being believed is justified.

Who it applies to

This Code applies to everyone who works for or on behalf of i-Mix International Inc. — directors, employees, and contractors acting in our name.

It governs how we behave. We prefer to work with producers and partners who hold to comparable standards, but this Code does not impose obligations on them.

How it relates to our principles

We state four principles publicly: **technical integrity, accountability, access and responsibility.**

This Code is what those four mean in practice, written down so they can be held to rather than admired.

1. Honest technical dealing

This is the clause that matters most for a company like ours.

If an ingredient or an approach will not solve the customer's problem, we say so. We do not sell a product into an application where we do not believe it will work, and we do not stay quiet about a limitation in order to keep an order.

We describe what a System or a Solution achieves in terms the customer can check. We do not overstate performance, invent results, or present an untested idea as a proven one.

Where our advice is a judgement rather than a certainty, we say which it is.

When we are wrong, we say so quickly. A short answer that is true is worth more than a long one that is not.

2. Product safety and regulatory integrity

We work in food. What we supply ends up in something a person eats.

- We do not knowingly supply material that is unsafe, misdescribed or not permitted in the destination market.
- We do not misrepresent the composition, origin or documentation of anything we supply.
- We do not alter, backdate or selectively present technical or quality documentation.
- Where we give guidance on regulatory status in a destination market, we give it honestly, and we are clear that confirming compliance of a finished product remains the manufacturer's responsibility.
- If we become aware of a safety or compliance problem with something we have supplied, we tell the customer. We do not wait to be asked.

3. Bribery and improper payments

We do not offer, give, request or accept bribes. Not to win business, not to speed up a shipment, not to influence an inspection, not in any market, and not through an intermediary acting for us.

This includes facilitation payments — small payments to secure a routine action someone is already obliged to perform.

If a payment is demanded of us improperly, the answer is no, and it is reported under this Code.

4. Gifts and hospitality

Modest business hospitality is a normal part of international trade. It becomes a problem when it is large enough, frequent enough or private enough to create an obligation.

- Hospitality should be proportionate, occasional, and something we would be comfortable describing openly to the other party's employer.
- We do not give or accept cash or cash equivalents.
- We do not offer or accept anything around the time of a tender, a contract decision or a dispute.
- Anything that could reasonably be seen as influencing a decision is declined or disclosed.

5. Conflicts of interest

A conflict of interest is any situation where a personal interest could influence, or appear to influence, a business decision made on behalf of i-Mix.

This includes a financial interest in a supplier, customer or competitor; a role or payment outside i-Mix in the same industry; and commercial dealings with a family member or close associate.

Having a conflict is not a breach. Concealing one is. Disclose it, and it will be managed.

6. Fair competition

We compete on the quality of our technical answer and the reliability of our supply.

We do not agree with competitors to fix prices, divide markets or customers, or rig a tender. We do not obtain a competitor's confidential information improperly, and we do not misrepresent a competitor's products.

7. International trade compliance

We trade across borders, and the rules that govern that are not optional.

- We comply with the export control, sanctions and import rules that apply to our transactions, including those of Canada and of the destination market.
- We do not supply, directly or through an intermediary, where doing so would breach applicable sanctions.
- We carry out reasonable checks on who we are dealing with and where goods are actually going.
- We declare goods accurately. We do not misdescribe products, values or origin on customs documentation, and we do not route shipments to disguise their destination.
- We keep the records these obligations require.

Where a transaction raises a question, it is escalated before it proceeds, not after.

8. Confidential information

Customers tell us about their products. Producers tell us about theirs. Both do so because they expect it to go no further.

- We protect customer formulations, specifications, volumes, pricing and plans.
- We protect producer technical information, capabilities and commercial terms.
- **We do not use one party's confidential information for the benefit of another**, including a competitor of theirs.
- Confidentiality obligations continue after a relationship ends, and after a person leaves i-Mix.

If confidential material is shared with us by mistake, we say so rather than reading it.

9. Personal data

We handle personal information — inquiry details, job applications, contact records — lawfully and only for the purpose it was given.

We collect no more than we need, keep it no longer than stated, and do not sell it or share it for anyone else's marketing. How we handle personal information collected through our website is set out in our Privacy Policy.

10. Respect at work

Everyone working at i-Mix is entitled to be treated with respect.

- We do not tolerate harassment, bullying, intimidation or abusive behaviour, in person or in writing.
- We do not discriminate on grounds of race, ethnicity, national origin, religion, sex, gender identity, sexual orientation, age, disability, marital or family status, or any other protected characteristic.
- We recruit, pay and promote on the basis of capability and conduct.
- We work across several countries and cultures. Differences in custom are not an excuse for disrespect, and discomfort with a colleague's background is not a business reason.

Retaliation against someone who raises a concern in good faith is itself a breach of this Code.

11. Health and safety

We follow the health and safety rules that apply where we work, and the rules of any site we visit, including customer and producer facilities.

Nobody is expected to carry out work they reasonably believe to be unsafe. Unsafe conditions are reported and acted on.

12. Company assets, records and communication

- Company property, funds and systems are used for company purposes.
- Our financial and business records are accurate and complete. No transaction is concealed, mislabelled or kept off the record.
- What we publish and what we write to customers must be accurate. This includes technical material published on our website, which is general information about the food industry and never a substitute for the customer's own trials and verification.
- We do not speak publicly on behalf of i-Mix unless authorised to do so.

13. Responsibility to communities and the environment

We take account of the effect of our work on the people and places it touches. We meet the environmental requirements that apply to our operations and our shipments, and we look for practical ways to reduce waste in how ingredients are specified, packed and moved.

We make no claim here to a certified environmental standard, an audited programme or a measured performance figure. This clause states how we intend to act, not an achievement.

14. Speaking up

If you believe this Code has been breached, tell us.

Write to **hello@i-mix.ca**. You may identify yourself or not. Reports are read by the person responsible for conduct matters, kept confidential as far as the circumstances allow, and acted on.

You will receive an acknowledgement within **five working days**, and you will be told the outcome unless telling you would breach someone else's confidentiality.

No one who raises a concern honestly will suffer for it — not in their role, their pay, their work, or how they are treated. This holds even if the concern turns out to be mistaken. Retaliation is treated as a breach of this Code in its own right.

Customers, producers and partners may use the same address.

15. What happens if the Code is breached

A breach is taken seriously and dealt with according to what it is. Depending on the circumstances, that may mean correction and additional guidance, formal disciplinary action up to and including dismissal, ending a commercial relationship, or referral to the relevant authority where the law requires it.

16. Ownership and review

This Code is issued by i-Mix International Inc. and approved at company level.

It is reviewed at least once a year and whenever our business changes in a way that affects it. The version number and date at the top of this document show which version is current.

Questions about how this Code applies to a particular situation should go to **hello@i-mix.ca** before the decision is made, not after.

*i-Mix International Inc. · 2 Wyndham St. North, Guelph, Ontario N1H 4E3, Canada
Issued 15 October 2026 · Version 1.0*