



Marketing Conduct

DelAgua Group of Companies (“The Company”) is committed to developing, producing, marketing and selling all its products and services responsibly. The Company can and should conduct marketing activities in line with societal expectations. This Marketing Conduct Policy sets out global minimum standards that apply to all of The Company’s marketing activities everywhere. This covers but is not limited to: brand names, packaging and labelling; consumer planning and market research; trade advertising; sales materials; brand merchandising and sponsorship; all forms of advertising including television, radio, print, digital media, promotional activities and events, product placements, ‘advergaming’ – whether created by The Company, agencies, crowdsourcing or other third parties.

Employees who are involved in The Company’s marketing activities must:

- At all times, respect applicable marketing laws;
- Describe our products/services and their effects truthfully, accurately and transparently, with appropriate factual information;
- Ensure there is sufficient information for consumers and customers to understand how to use our products and services;
- Ensure our marketing is based on adequate support for the claims The Company makes;
- Comply with our principles and standards on marketing, including (but not limited to) those with respect to children, women and social media;
- Be mindful of the environmental implications of marketing activity, in such areas as new product development, marketing activation plans, packaging and content recycling.

Freedom of Choice

All Staff involved in The Company marketing activities **must** show respect for people who choose not to buy our products and services, and ensure there is sufficient information about our products and services for consumers to make informed choices.

Taste & Decency

Any Staff involved in The Company marketing activities must ensure our marketing reflects and respects generally accepted contemporary standards of good taste and quality, in the context for which it is designed, showing awareness of both wider society and sensitivity to different cultural, social, ethical and religious groups.



Employees must not:

- Alter images used in marketing communications in such a way that advertising is rendered misleading;
- Misuse technical data or use scientific terminology or vocabulary in such a way as falsely to suggest that a claim has scientific validity;
- Associate our products or services with – or feature within any The Company marketing – themes, figures or images likely to cause serious or widespread offence to any religion, nationality, culture, gender, race, sexual orientation, age, disability or minority group;
- Advertise in any media known for promoting violence, pornography or insulting behaviour.