

# YOUNG LIVING INCLUSION AND ANTI-DISCRIMINATION POLICY (IAP)

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## for Members and Professional Account Customers

Young Living is proud to stand by its Inclusion and Anti-Discrimination Policy (IAP), as described herein. The IAP applies to member account customers and professional account customers, as defined in Young Living's Policies and Procedures (P&Ps). Young Living does not seek to infringe on the free speech, personal views, or sincerely held religious beliefs of any of its members and professional account customers. Young Living appreciates and celebrates the diversity of its millions of members and professional account customers from all around the world. Young Living also recognizes that its business builders and professional account customers are independent distributors and are thus not subject to the same standards as what would be expected of employees.

At the same time, it is crucial to Young Living's brand and business that members and professional account customers from all walks of life feel comfortable using our products and building their businesses with us. This particularly includes individuals and families who are also members of minority groups which have historically been subjected to exclusion, discrimination or violence. Young Living's commitment to inclusion and anti-discrimination is not limited to merely condemning racism or other overt acts of discrimination. Rather, Young Living's expectation for itself and for its members and professional account customers is that all participants in the Young Living family work to actively build an environment that is not only tolerant, but actively welcoming for people of all backgrounds. Members and professional account customers should be mindful that even if no one in their Young Living organization has voiced any concerns regarding inclusion, that does not mean that there is no room for improvement or further leadership on this issue within that organization.

This IAP strictly prohibits members and professional account customers from engaging in any public statements or actions which express, support or promote Violence, Hate or Exclusion (as defined in this IAP and interpreted in Young Living's sole discretion) against a specific age, race, colour, religion, sexual orientation, gender identity, national origin, physical or mental disability, ancestry, protected veteran status, or any other characteristic outlined in anti-discrimination laws. This prohibition may extend beyond a customer's Young Living-related statements or actions insofar as is necessary to protect our Young Living's values, brand and business and in order to comply with provincial and federal laws and regulations, each in Young Living's sole discretion. Violations of the IAP is a material breach of the Agreement (as defined in the P&Ps).

We ask our members and professional account customers to respect that the IAP is not an avenue for the settling of personal grievances or mere differences of opinions between account customers. Reporting a fellow account customer for a violation of the IAP simply due to an interpersonal conflict or disagreement distracts from the seriousness of purpose behind the IAP. Even in today's polarized world, we ask our members and professional account customers to remember that reasonable people may differ on many topics. This IAP does not require any members or professional account customers to change their opinions or positions on any cultural, political or religious topics but it does require members and professional account customers to abide by the prohibitions on certain behaviours as described herein.

Regardless of the reason, Young Living will not tolerate any instances of a member or a professional account customer harassing another account customer with cyberbullying, cyberstalking, threats of violence, workplace interference, doxxing, etc. Members and professional account customers who engage in such behaviours may have their customer accounts with Young Living suspended or terminated, at Young Living's sole discretion. Members and professional account customers who are concerned that another fellow account customer may have violated the IAP should report the incident to Young Living for review rather than attempting to take the matter into their own hands.

Lastly, Young Living reminds all its members and professional account customers that there may be statements or actions which are offensive, in poor taste or display poor judgement even if such statements or actions are not technically in violation of the IAP. Young Living requests and recommends that all its members and professional account customers exhibit grace, kindness, patience and good judgement when interacting with other account customers or with anyone else. Young Living asks all of its members and professional account customers to remember that other members of their communities and Young Living organizations may (rightfully or wrongfully) perceive an account customer as an ambassador of the Young Living brand and values even when the member or professional account customer is engaging in statements or actions unrelated to his or her Young Living business. As such, uncharitable or divisive words or deeds by a member or by a professional account customer can impede the dream of our founder D. Gary Young: to bring the power of natural, premium-quality essential oils into every home in the world.

## EXAMPLES

The following examples are merely for demonstrative purpose only and are not inclusive of all statements or actions which may be permitted or forbidden under the IAP. Some of the following statements are intentionally offensive and disturbing in order to help illustrate the scope of the IAP.

### EXAMPLE 1

- Action or statement not in violation of the IAP: *“My faith leads me to support traditional marriage.”*
- Action or statement in violation of the IAP: *“LGBTQ+ people are not welcome in my Young Living team.”*

### EXAMPLE 2

- Action or statement not in violation of the IAP: *“I do not support or agree with the Black Lives Matter movement.”*
- Action or statement in violation of the IAP: *“I think Black people brought all these problems on themselves.”*

### EXAMPLE 3

- Action or statement not in violation of the IAP: *“I am extremely concerned about illegal immigration.”*
- Action or statement in violation of the IAP: *“We need to stop the Mexicans from invading our country.”*

## IAP DEFINITIONS

**Zero Tolerance:** Under a policy of Zero Tolerance, once Young Living has concluded its review of the incident and concluded that the IAP was violated, Young Living will immediately provide notice that the account customer has breached the P&Ps and that Young Living is suspending the member’s or professional account customer’s account for a thirty day suspension hold (also known as a cure period) once it has concluded a review of the incident. This suspension cure period is presumed to lead automatically to eventual permanent termination of the customer’s account, at Young Living’s sole discretion. Young Living reserves the right to skip the suspension cure period and instead move to immediately terminate the customer’s account. During the suspension cure period (if any) the offending account customer may potentially (at Young Living’s sole discretion) be granted the opportunity to appeal the decision with Young Living in order to avoid termination. In addition to the possibility of termination, Young Living also reserves the right to instead, or additionally, apply other sanctions including but not limited to commission paycheque reductions or eliminations for specific payment periods, mandating diversity/sensitivity training, etc. Young Living reserves the right to terminate any accounts which, in Young Living’s sole discretion, fail to abide by the terms Young Living has mandated for the cure period.

**Violence:** Threatened or actual physical violence, as well as ongoing verbal or digital harassment/stalking.

**Hate:** Intentional and malicious statements which demean or stereotype other individuals or groups on the basis of legally protected characteristic(s) (as described in the IAP).

**Exclusion:** Prohibiting or discouraging a member or professional account customer from participating in the same activities (or to the same extent) as other account customers in an organization simply due to the account customer’s legally-protected characteristic(s) (as described in the IAP).