

Supplier Code of Conduct

1. Introduction

Purpose:

This Supplier Code of Conduct defines the minimum standards of ethical behavior, compliance, and business practices expected from all suppliers, contractors, vendors, and service providers working with or on behalf of the Company.

Scope:

This Code applies to all suppliers, subcontractors, agents, and third parties providing goods or services to the Company.

2. Company Expectations and Values

Suppliers are expected to align with the Company's mission and values:

Mission Statement:

"Commitment to Superior Customer Experience"

Core Values:

Integrity, Respect, Excellence, Innovation, and Teamwork.

3. Legal and Regulatory Compliance

- **Compliance with Laws:** Suppliers must comply with all applicable local, national, and international laws, regulations, and statutory requirements.
- **Customer and Site Rules:** Where work is performed at customer premises, suppliers must strictly follow customer-specific rules, procedures, and site requirements.

4. Ethical Business Practices

- **Integrity:** Suppliers must conduct business ethically, fairly, and with honesty.
- **Anti-Bribery and Corruption:** Suppliers shall not engage in bribery, corruption, fraud, or unethical inducements of any form.
- **Fair Competition:** Suppliers must comply with applicable competition and antitrust laws.

5. Labor and Human Rights

Suppliers shall:

- Prohibit child labor, forced labor, or any form of human trafficking.
- Provide a safe, respectful, and non-discriminatory workplace.

- Treat all workers with dignity and respect, regardless of gender, race, religion, nationality, or background.
- Comply with applicable labor laws related to wages, working hours, and employment conditions.

6. Health, Safety, and Environment (HSE)

- **Workplace Safety:** Suppliers must provide a safe and healthy working environment and comply with applicable occupational health and safety laws.
- **Environmental Responsibility:** Suppliers are expected to minimize environmental impact, comply with environmental regulations, and support sustainable practices.
- **Customer HSE Requirements:** When working at customer locations, suppliers must strictly adhere to customer HSE policies, procedures, and permits.

7. Confidentiality and Data Protection

- **Confidential Information:** Suppliers must protect all confidential, proprietary, and sensitive information received from the Company or customers.
- **Data Protection:** Suppliers shall comply with applicable data protection and privacy laws and use information only for authorized business purposes.

8. Conflict of Interest

- Suppliers must avoid situations where personal, financial, or other interests could conflict with the interests of the Company.
- Any actual or potential conflict of interest must be disclosed immediately to the Company.

9. Use of Company and Customer Property

- Company or customer property, equipment, materials, and systems must be used responsibly, securely, and only for authorized business purposes.
- Misuse, damage, or theft of property is strictly prohibited.

10. Reporting Concerns and Violations

- **Reporting:** Suppliers are encouraged to report any actual or suspected violations of this Code of Conduct.
- **Non-Retaliation:** Reports can be made without fear of retaliation.
- **Cooperation:** Suppliers must cooperate fully with any investigation conducted by the Company.

11. Non-Compliance and Corrective Actions

- Failure to comply with this Supplier Code of Conduct may result in corrective actions, suspension of business, termination of contracts, or other appropriate measures.
- Suppliers are expected to take prompt corrective actions when non-compliance is identified.

12. Acknowledgment and Commitment

Suppliers must acknowledge, understand, and commit to complying with this Supplier Code of Conduct as a condition of doing business with the Company.

13. ESG and Sustainability Requirements

13.1 Environmental Responsibility

Suppliers shall:

- Comply with all applicable environmental laws, regulations, and permit conditions.
- Minimize environmental impact related to energy use, water consumption, emissions, waste generation, and material usage.
- Promote waste reduction, reuse, and recycling wherever feasible.
- Use environmentally responsible materials and processes where practical.
- Prevent pollution and immediately report any environmental incidents that may impact the Company or customer sites.

13.2 Social Responsibility

Suppliers shall:

- Uphold internationally recognized human rights principles.
- Ensure fair labor practices, safe working conditions, and respect for workers' dignity.
- Prohibit child labor, forced labor, bonded labor, and human trafficking.
- Provide equal opportunity and prohibit discrimination, harassment, or abusive behavior.
- Respect freedom of association and lawful collective bargaining rights.

13.3 Health, Safety, and Well-Being

- Maintain safe and healthy working conditions for all employees and subcontractors.
- Provide appropriate training, PPE, and safety controls relevant to the nature of work.
- Comply with customer site safety rules, permit systems, and emergency procedures.
- Report accidents, near misses, and unsafe conditions promptly.

13.4 Ethical Governance

Suppliers shall:

- Conduct business with integrity, transparency, and accountability.
- Maintain policies to prevent bribery, corruption, fraud, and unethical business practices.
- Maintain accurate records related to business, financial, environmental, and labor practices.
- Allow reasonable access for audits or assessments related to ESG compliance, when required.

13.5 Responsible Supply Chain

- Ensure that subcontractors and suppliers engaged by the primary supplier also meet the principles outlined in this Supplier Code of Conduct.
- Take corrective actions if ESG non-compliance is identified within the supply chain.
- Inform the Company of any significant ESG risks that could affect business continuity or reputation.

13.6 Sustainability Reporting and Continuous Improvement

- Suppliers are encouraged to monitor and improve their ESG performance.
- Upon request, suppliers shall provide information related to environmental performance, safety statistics, labor practices, or sustainability initiatives.
- Support continuous improvement initiatives aligned with sustainability and ESG objectives.

Supplier Acknowledgment Form

I, _____ (Authorized Representative), confirm that I have read, understood, and agree to comply with the Company's Supplier Code of Conduct. I acknowledge that compliance with this Code is mandatory for all activities conducted on behalf of the Company.

Supplier Name: _____

Designation: _____

Signature: _____

Date: _____