

# ***SERVICEPARTNER***<sup>®</sup>

## **Supplier Code of Conduct**



## SERVICEPARTNER SOLUTIONS SUPPLIER CODE OF CONDUCT

### Background, scope and compliance

SERVICEPARTNER SOLUTIONS respects, supports, and promotes human rights as stated in the United Nations Universal Declaration of Human Rights and the Fundamental Conventions of the International Labor Organization. SERVICEPARTNER SOLUTIONS is also committed to comply with the United Nations Guiding Principles on Business and Human Rights. SERVICEPARTNER SOLUTIONS operates according to principles of good corporate governance and acts as a good corporate citizen in all societies where we operate, and we expect our Suppliers to do the same.

This SERVICEPARTNER SOLUTIONS Supplier Code of Conduct (the “Code”) contains SERVICEPARTNER SOLUTIONS’ key principles and requirements to our suppliers, contractors, and other providers of services (“Suppliers”) with respect to responsible environmental, social, governance, including compliance and ethical, practices.

All Suppliers – and their sub-suppliers – must comply with this Code and SERVICEPARTNER SOLUTIONS requires all Suppliers to communicate the obligations set out herein and ensure compliance with the Code throughout their organizations and supply chains.

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### Key compliance principles

#### 1. Workplace standards, health and safety

Proper working conditions that protect the health of and provide safety for employees are a top priority at SERVICEPARTNER SOLUTIONS.

Our Suppliers shall:

- Ensure proper, safe and healthy working conditions for their employees;
- Take adequate steps to prevent accidents and injuries;
- Ensure access to fire exits and essential safety equipment;



- Ensure access to emergency medical care;
- Ensure access to clean toilet facilities and to drinkable water;
- Provide appropriate and effective personal protective equipment; and
- Provide sufficient training of employees and management in handling and disposal of chemicals and other dangerous substances and materials.

## 2. Compensation and working hours

SERVICEPARTNER SOLUTIONS is committed to ensuring that compensation and working hours for work performed by employees of Suppliers are in compliance with applicable labor laws, regulations and practices as well as international labor standards.

In this regard, our Suppliers shall:

- Ensure that work performed is on the basis of a recognized employment relationship established in compliance with applicable laws, regulations and practices as well as international labor standards;
- Compensate employees by providing wages, overtime pay, benefits and paid leave which as a minimum comply with the requirements set out in applicable laws, regulations and collective bargaining agreements;
- Comply with all applicable laws, regulations and mandatory industry standards pertaining to working hours;
- Ensure that overtime is voluntary and infrequent; and
- Ensure that no one is working more than six consecutive days without at least one day off.

## 3. Freedom of association and collective bargaining

SERVICEPARTNER SOLUTIONS respects the freedom of association and the right to collective bargaining. Our Suppliers shall grant their employees the right to freedom of association and collective bargaining. Furthermore, SERVICEPARTNER SOLUTIONS expects its Suppliers:



- Not to interfere with the employees' rights to form and join unions, or other associations of their own choice;
- Not to discourage membership of unions;
- To ensure that employee representatives are not subject to discrimination and are given access to employees at the workplace; and
- To recognize elected employee representatives.

#### 4. Forced and compulsory labor

SERVICEPARTNER SOLUTIONS does not accept use of forced or compulsory labor as described in principle four of the United Nations Global Compact.

Accordingly, our Suppliers shall always:

- Ensure that all work is conducted voluntarily and not under threat of any penalty or sanction;
- Refrain from using forced or compulsory labor in all its forms, including prison labor when not in accordance with ILO Convention 29;
- Refrain from requiring employees to make deposits or financial guarantees and refrain from retaining identity documents (such as passports, identity cards, etc.);
- Refrain from using any form of bonded labor and not permit or encourage employees to incur debt through recruitment fees, fines, or other means;
- Respect the right of employees to terminate their employment at reasonable notice; and
- Respect the right of employees to leave the workplace after their shift.

#### 5. Child labor

SERVICEPARTNER SOLUTIONS is firmly against engaging in or benefiting from the use of child labor. Child labor is defined as work which is harmful to the child's health or physical, mental, spiritual, moral or social development or which interferes with the child's education.



Our Suppliers shall:

- Not recruit or make use of child labor or exploit children in any way; and
- Comply with all applicable minimum age regulations for employment.

## 6. Modern Slavery

SERVICEPARTNER SOLUTIONS is committed to ensuring that slavery and human trafficking are not taking place in any part of our business and in any part of our supply chain. This is consistent with our Code of Conduct, our Corporate Responsibility Policy and Global People Standards, which covers, among other areas, pre-employment checks, zero tolerance for forced and compulsory labor, the right to privacy, and child labor. Similarly, we require our Suppliers to ensure that slavery and human trafficking are not taking place in any part of their business including their supply chain.

## 7. Non-discrimination and harassment

Discrimination, harassment, and abuse are not acceptable and SERVICEPARTNER SOLUTIONS is committed to treating employees with respect and dignity and not to discriminate in hiring and employment practices.

Similarly, we expect our Suppliers to treat all employees with respect and dignity and our Suppliers shall:

- Neither engage in nor tolerate any discrimination or harassment, including sexual harassment;
- Respect equal opportunities in terms of recruitment, compensation, access to training, promotion, termination or retirement; and
- Not engage in, support or tolerate discrimination on the basis of criteria such as gender, age, religion, marital status, race, caste, social background, diseases, disability, pregnancy, ethnic and national origin, political affiliation or sexual orientation.



## 8. Compliance with law

Good business ethics and compliance with applicable laws and regulations lie at the heart of SERVICEPARTNER SOLUTIONS' business practice. SERVICEPARTNER SOLUTIONS has a zero-tolerance policy towards suppliers and business partners committing fraud, corruption, or other serious violation of law. Accordingly, our Suppliers must comply with all applicable laws and regulations, including competition, data protection and anti-bribery laws and regulations.

Our Suppliers must never engage in business or transactions with SERVICEPARTNER SOLUTIONS with an undisclosed conflict of interest. If a supplier has a personal relationship (relatives, partner, and friends) that might give rise to a conflict of interest on the part of SERVICEPARTNER SOLUTIONS, then the supplier must notify its contact within SERVICEPARTNER SOLUTIONS of this potential conflict of interest and refrain from engaging with SERVICEPARTNER SOLUTIONS until such conflict of interest has been assessed and approved.

Our Suppliers shall only process personal data on behalf of SERVICEPARTNER SOLUTIONS upon specific instruction from SERVICEPARTNER SOLUTIONS.

## 9. Speak Up Policy

SERVICEPARTNER SOLUTIONS has adopted the SERVICEPARTNER SOLUTIONS Speak Up Policy as well as a reporting system that makes it possible for employees, business partners and other stakeholders to report any serious and sensitive concerns in a confidential manner.

All our Suppliers are obligated to adhere to the SERVICEPARTNER SOLUTIONS Speak Up Policy by reporting serious and sensitive concerns that could have an adverse impact on the operations and performance of the business of SERVICEPARTNER SOLUTIONS and which, due to the nature of the concern, cannot be reported through normal reporting lines.

## 10. Climate and Environment



In terms of climate change, SERVICEPARTNER SOLUTIONS is committed to reducing greenhouse gas emissions related to our operations.

SERVICEPARTNER SOLUTIONS strives to:

- Reduce the environmental and climate impact of our operations by promoting sustainable processes and products including energy and sustainability awareness;
- Conserve natural resources by careful management of our own operations; and
- Increase energy efficiency and reducing greenhouse gas emissions (GHG) related to our operations.

As a minimum standard, our Suppliers shall always ensure compliance with all applicable environmental laws and regulations.

Suppliers shall:

- Commit to developing a plan to work towards Net Zero emissions;
- Have a plan to pursue sourcing of renewable energy; and
- Reuse or recycle any waste when it is environmentally favorable and technically feasible to do so.

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### Audit and termination rights

SERVICEPARTNER SOLUTIONS reserves the right to verify compliance with the Code through Supplier audits at any time and the Supplier shall provide reasonable assistance and documentation required by SERVICEPARTNER SOLUTIONS to support such audit.

SERVICEPARTNER SOLUTIONS reserves the right to terminate its contractual relationship with any Supplier that does not – or whose sub-suppliers do not – comply with material obligations of the Code or repeatedly breaches any key principle despite being asked to remedy such breach.

Adopted by SERVICEPARTNER SOLUTIONS, January 2016 and updated as of January 2023

