

Supplier Code of Conduct

Subtitle

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1 Introduction

As a consulting and service provider, Itecor is dedicated to upholding the highest standards of integrity, responsibility, and sustainability in all aspects of our business. This Supplier Code of Conduct outlines the expectations we have for all our suppliers, contractors, and business partners. By adhering to these guidelines, our suppliers contribute to our commitment to ethical business practices, respect for human rights, and environmental stewardship.

2 Compliance with Laws and Regulations

Suppliers must comply with all applicable local, national, and international laws and regulations in the countries where they operate. This includes laws related to labor, health and safety, environmental protection, data privacy, anti-corruption, and fair competition.

3 Labour and Human Rights

Itecor expects its suppliers to uphold the highest standards of human rights, particularly in the context of service provision and consulting, where human capital is a key asset:

- **No Forced or Child Labor:** Suppliers must not engage in any form of forced, bonded, indentured, or child labor. Employment should be freely chosen, and all workers must meet the legal working age requirements in their respective countries.
- **Non-Discrimination:** Suppliers must provide an inclusive workplace free of harassment and discrimination. All employees should be treated fairly and with respect, regardless of race, color, gender, religion, age, sexual orientation, nationality, disability, or any other legally protected characteristic.
- **Fair Wages and Benefits:** Suppliers must provide fair wages and benefits that comply with applicable legal requirements. Work hours should be reasonable, with overtime compensated fairly and provided on a voluntary basis.
- **Freedom of Association:** Suppliers must respect employees' rights to freely associate, organize, and bargain collectively in compliance with local laws.

4 Health, Safety, and Well-being

In the consulting and service industries, the well-being of employees is paramount. Suppliers must:

- **Safe Work Environment:** Ensure that the working environment is safe, healthy, and conducive to productivity. This includes mental health support and measures to prevent workplace stress.
- **Remote Work Policies:** Where applicable, suppliers should establish clear policies for remote work that protect employee rights and well-being, including provisions for work-life balance and in accordance with local regulations.
- **Occupational Health:** Suppliers must ensure that their workplaces do not pose health risks to employees, and that all necessary precautions are taken to maintain a healthy work environment.

5 Environmental Responsibility

Even as a consulting and service provider, environmental impact must be considered. In this regard, suppliers must:

- **Comply with UN Global Compact goals:** Adhere to all relevant environmental regulations, particularly those that govern office operations, energy consumption, and waste management.
- **Sustainable Practices:** Implement practices that reduce environmental impact, such as energy-efficient office spaces, digital solutions to reduce paper use, and responsible waste management.
- **Green Services:** Where possible, suppliers are encouraged to offer or support services that contribute to environmental sustainability, such as consulting on sustainable business practices.

6 Ethical Business Practices

Itecor requires that all suppliers conduct business with integrity and adhere to the highest ethical standards. This includes:

- **Anti-Corruption:** Suppliers must not engage in any form of bribery, corruption, or unethical practices. They should implement traceable measures to prevent corruption and report any suspected unethical behaviour.
- **Fair Competition:** Suppliers must engage in fair business practices and comply with all antitrust and competition laws. Practices such as price-fixing, bid rigging, or market allocation are strictly prohibited.
- **Confidentiality and Data Protection:** Given the nature of consulting services, suppliers must protect the confidentiality of any sensitive information shared by Itecor or its clients. This includes adherence to data protection regulations such as GDPR and ensuring that all client information is handled securely.

- Conflicts of Interest: Suppliers should avoid conflicts of interest and disclose any potential conflicts to Itecor. Transparency in business dealings is essential.

7 Monitoring and Compliance

Itecor reserves the right to unilaterally monitor and verify compliance with this Supplier Code of Conduct. This may include audits, assessments, and requests for documentation. Suppliers are expected to cooperate fully and take corrective actions where necessary.

8 Reporting Violations

Suppliers and their employees are encouraged to report any suspected violations of this Code of Conduct or unethical behavior. Reports can be made confidentially to Itecor's compliance team at csr@itecor.com. Itecor is committed to investigating all reports and will take appropriate action based on the findings.

9 Continuous Improvement

Itecor encourages suppliers to continuously improve their operations and align with best practices in sustainability, human rights, and ethical business conduct. Suppliers are encouraged to set goals and implement programmes that support these objectives.

10 Acknowledgment

By engaging in business with Itecor, suppliers acknowledge their understanding and acceptance of this Supplier Code of Conduct. Compliance with this Code is a condition for continued business with Itecor.

Contact Information: For any questions or concerns regarding this Supplier Code of Conduct, please contact finance@itecor.com.