

# EVALUESERVE



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## Supplier Code of Conduct

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January 2023

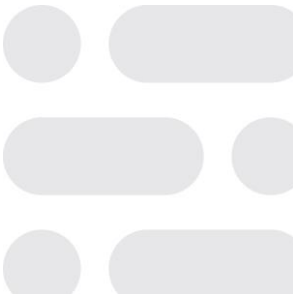
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# Document Details

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# 1. Management message

Dear suppliers,

Evalueserve believes in maintaining a sharp focus on business integrity and ethical practices while driving innovative solutions through its mind+machine™ approach. As a corporate citizen, we aim for seamless coexistence with our shareholders, clients, suppliers, partners, employees, and local communities.

We sustain our brand value by maintaining high standards, not only with regard to service quality but also the ethical, moral, and legal aspects. We apply fairness, honesty, and integrity to ensure transparency and accelerate our overall growth and long-term value for stakeholders. Evalueserve is an equal opportunity employer that offers a level playing field for everyone.

We strive to integrate responsible and sustainable decision-making and have, therefore, incorporated the UNPRI and UNGC into our corporate governance policies. Our policies and practices are being aligned with the UNGC's Ten Principles in the areas of human rights, labor, environment, and anti-corruption.

We have developed the Supplier Code of Conduct (code) – a list of measures and practices that guide Evalueserve suppliers across locations – to help you understand our expectations from you. It covers the principles of sustainable development, on which Evalueserve places a high priority. It also aims to ensure that our suppliers abide by internationally accepted environmental, social, and corporate governance (ESG) standards and laws, as well as implement these standards across their supply chain.

Our suppliers are a key component of our success. We believe in working hand-in-hand with you to understand various supply chain challenges and eliminate them in a timely manner so that we continue to grow together.





## 2. Introduction

Evalueserve is committed to the highest standards of business ethics and sustainable processes. To achieve our objectives, apart from implementing global best practices across our lines of business (LoBs) and supply chain, we have developed this code of conduct for suppliers (code) to outline the requirements they need to comply with while transacting with us or their own employees, suppliers, and other stakeholders.

In this document, suppliers refer to service providers, vendors, traders, agents, consultants, suppliers, contractors, joint venture partners, third parties (including their employees), agents, and other representatives who have a business relationship with and provide, sell, or seek to sell any kind of goods or services to Evalueserve or any of its subsidiaries, affiliates, and divisions.

The code defines our minimum expectations from suppliers and is meant to provide them guidance on how to meet those expectations. No code of conduct can be all-inclusive, but we expect our suppliers to act reasonably and ensure that no abusive, exploitative, or illegal conditions exist at their workplaces.



### 3. Scope

The code applies to all suppliers associated with Evalueserve. We expect suppliers to adhere to this code, along with all applicable laws and regulations wherever they operate. They must incorporate these standards into their operations and communicate them to their employees, regardless of contract type or workplace location, as well as third-party contractual employees. We also expect them to take necessary measures to ensure that their suppliers adhere to this code.

Evalueserve reserves the right to evaluate any supplier to monitor compliance with the code.



## 4. Focus areas

Suppliers must adhere to this code while conducting business with or on behalf of Evalueserve. They must understand and follow the code's principles and guidelines, in spirit and letter, as well as promote its requirements across their supply chain.

### 4.1 Ethics and compliance

All suppliers must act responsibly, with honesty, fairness, integrity, and transparency.

#### 4.1.1 Anti-bribery / anti-corruption practices

Suppliers must not offer, give, promise, or authorize any bribe, gift, favor, loan, fee, reward, or other advantages to any government employee, customer, Evalueserve employee, or any other person to obtain any business or improperly influence any action or decision. They must follow all local and national laws and regulations related to bribery, corruption, and prohibited business practices.

#### 4.1.2 Fair competition

Suppliers must comply with all competition and antitrust laws and should not violate the principles of fair competition. They must not engage in activities that reduce or distort competition, such as agreements with competitors to impose certain prices and other unfair business practices. Furthermore, they must deal fairly with their customers, suppliers, competitors, and employees, and avoid taking any unfair advantage by manipulating, omitting, or misrepresenting facts.

#### 4.1.3 Privacy and Confidentiality

Suppliers must protect the confidential / personal information of their business associates, suppliers, clients, and employees. They should not abuse or misuse any intellectual property (trade secret, copyright, trademarks, etc.) or confidential / personally identifiable information posted or shared by Evalueserve. They should not disclose Evalueserve's confidential information for their own financial benefit or that of friends, relatives, or others. Suppliers, including their employees, must not use or disclose material non-public information for securities trading.

#### 4.1.4 Compliance with Data protection laws

Suppliers must comply with all applicable data protection laws when collecting, processing, storing, or otherwise handling the personal data of individuals, including, but not limited to, their employees, customers, suppliers, and business partners. They must maintain the availability as well as protect the confidentiality and integrity of the information provided to them by Evalueserve, except where disclosure is required by law or authorized by Evalueserve. They must report any actual or suspected data breach immediately following detection to Evalueserve.

### 4.2 Labor and human rights practices

Evalueserve's suppliers are required to maintain the following basic standards related to people's fundamental dignity and rights:

#### **4.2.1 Anti-discrimination / harassment measures**

Suppliers must treat their employees and other business associates with dignity and respect. They should not discriminate on the basis of race, color, religion, gender, sexual orientation, age, physical ability, health condition, political opinion, nationality, social or ethnic origin, or marital status while hiring or offering training, promotions, and rewards to employees.

#### **4.2.2 Working hours and wages**

Suppliers must comply with and convey to employees the applicable laws related to working hours, minimum wages, overtime payment, rest periods, leave policy, and other essential benefits (e.g., social security). They must provide fair compensation to employees (full-time, temporary, freelance, migrant, and contractual workers, as well as apprentices) as mandated by regulations in the regions that they operate.

#### **4.2.3 Health and safety**

Suppliers must comply with all applicable health and safety laws, as well as have defined methods and documented results to reduce workplace accidents, deaths, and illnesses. They must ensure a safe and healthy work environment (e.g., clean facilities, well-maintained equipment, adequate lighting and ventilation, etc.) and take necessary precautions to prevent accidents and injuries. Suppliers must ensure a safe and hygienic work environment for employees and provide them with adequate safety equipment and training.

#### **4.2.4 Child and forced labor**

Suppliers associated with Evalueserve cannot use child labor, which means they cannot employ a person under years or under the age of compulsory education or the minimum age of employment in an applicable country, whichever is higher. They should not engage employees under the age of 18 years in work that could endanger the employees' health or safety, including night shifts and overtime. They should not engage in any form of forced labor, including slavery, forced prison labor, bonded labor, or forced government labor. All employees must demonstrate that their employment is voluntary and should not reflect any physical or mental coercion.

#### **4.2.5 Freedom of association and right to collective bargaining**

Suppliers must respect employees' rights to freedom of association, collective bargaining, and peaceful assembly (including the right to refrain from such activities in accordance with local legal requirements and international standards (International Labor Organization standards). When employees exercise their rights, they should not be intimidated, harassed, or subjected to retaliation. Suppliers have to find other approaches to meaningfully discuss employment-related issues and workplace concerns with their workers if this right is restricted by local laws or circumstances.

#### **4.2.6 Modern slavery**

Suppliers must proactively identify, address, and report risks of modern slavery practices (defined broadly to include all forms of human trafficking, forced labor, and slavery-like practices) in their business operations and supply chain in accordance with relevant legislation.



## 4.3 Environmental sustainability standards

Evalueserve recognizes its social responsibility to promote environmental sustainability and protection. We expect our suppliers to be aligned with Evalueserve's commitments to actively reduce waste generation, water consumption, and carbon emissions.

### 4.3.1 Energy consumption and greenhouse gas (GHG) emissions

Suppliers must undertake initiatives to improve energy efficiency and reduce GHG emissions. They must also track and document their energy consumption and GHG emissions data and provide it to Evalueserve when requested.

### 4.3.2 Pollution and resource reduction measures

Suppliers must reduce or eliminate pollutant emissions and discharges, as well as waste generation. They can take necessary steps at the source; add pollution control equipment; modify production, maintenance, and facility processes; or use other relevant means. They must conserve natural resources (water, fossil fuels, and minerals) by substituting them, re-using them, or recycling them.

### 4.3.3 Waste management practices

Suppliers have to implement a systematic approach for the identification, management, reduction, and responsible disposal or recycling of solid (non-hazardous) waste. Chemicals and other substances that pose a risk to people or the environment must be identified, labeled, and managed to ensure safe handling, movement, storage, use, recycling or reuse, and disposal of such materials.

### 4.3.4 Water management measures

Suppliers must implement a water management program to document, describe, and monitor the sources, usage, and discharge of water used in their facilities. They should look for opportunities to conserve water and characterize, monitor, control, and treat wastewater as necessary before discharge or disposal.



## 5. Diversity and inclusion practices

Suppliers must encourage a diverse workforce and strive to eliminate barriers to equality by incorporating diversity and inclusion strategies in their business practices and proactively engaging with diverse suppliers. We believe that economic opportunities should be inclusive for every stakeholders, every community and every person. We encourage our suppliers to support diversity and inclusion practice because it is never ending journey.



## 6. Violation of code

This code is required to be read as an integral part of the terms and conditions of services and purchase agreements. While non-compliance with this code may not result in immediate contract termination, it may impact future business opportunities between Evalueserve and the non-conforming party.

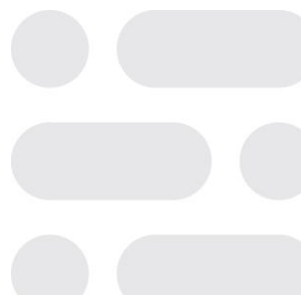
We expect suppliers to have documented practices, guidelines, and policies that support their sustainable business practices and that ensure that they are best serving their respective stakeholders while minimizing their risks



## 7. Violation reporting

Suppliers must report any violation of ethics or non-compliance with the code by Evalueserve employees or other suppliers to Evalueserve at **Purchaseteam@evalueserve.com** to report any ethical violation.

Evalueserve will maintain the confidentiality of the complainant to the extent possible and will not tolerate any retribution or retaliation against any individual / business who has, in good faith, sought out advice or reported questionable behavior or a possible violation of the code.



## 8. Supplier declaration

I, on behalf of \_\_\_\_\_, hereby acknowledge and agree to abide by the attached Supplier Code and will abide by such policies and principles. I have read and understood the Evalueserve Supplier Code of Conduct.

I agree to the following standards: -

- This Code provides the general guiding principles and policies that are in place at Evalueserve. That at all times, as a supplier or Representative for Evalueserve, I need to abide and comply by this Code.
- This Code of conduct is our personal responsibility and I ensure the actions accordingly.
- If I need to report any concern or incident or raise an issue, I can follow the procedure laid down in Evalueserve's supplier Email ID.

I hereby attest to above standards of supplier code of conduct

Signed: \_\_\_\_\_

Vendor Name: \_\_\_\_\_

Senior Representative: \_\_\_\_\_

Date: \_\_\_\_\_



## Evalueserve Disclaimer

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