



Flexential Vendor Code of Conduct

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Introduction

Flexential's Vendor Code of Conduct applies to all Vendors engaged in providing services, products, and or goods. We expect Vendors conducting business with Flexential to act in accordance with this Code.

Flexential Employees, Vendors and Vendor's subcontractors are expected to act with integrity and commitment to follow legal, ethical, safe, fair and environmentally responsible business practices in accordance with all applicable laws, rules and regulations.

Ethics

Non-Discrimination or Harassment

Any form of discrimination, harassment, or demeaning conduct against any individual or group on the grounds of race, color, religion, sex, sexual orientation, gender identity, national origin or ancestry, citizenship, age, marital or family status, status as a member of the armed forces or a veteran, status with a physical or mental illness or disability, pregnancy, or any other ground prohibited by applicable law is not tolerated by Flexential, and vendors shall not engage in such behavior.

Gifts, Meals and Entertainment

At Flexential, we think that the goal of business entertainment and gifts in a professional setting should be to forge positive working connections and foster goodwill rather than to gain an unfair edge or try to sway business choices. Vendors should never offer or provide any gift or entertainment to a Flexential employee or a member of their family unless it satisfies the following criteria:

- is reasonable and not extravagant.
- is appropriate under the circumstances and serves a legitimate business purpose.
- is customary and appropriate under local and U.S. customs.
- is not being offered for any improper reason and cannot be interpreted as a bribe or payoff.
- and complies with all applicable U.S.

Health and Safety

Safe Workplace

Flexential believes every Employee, Vendor, Customer should provide safe, secure, productive work environments. We strive to always provide, and as our Vendors we expect the same from our you.

Health and Safety

Vendors must make every effort to maintain the highest standards of health and safety. Without limitation, vendors must:

- Comply with all applicable laws and regulations governing occupational health and safety, including but not limited to those governing workplace security.
- Emergency preparedness, occupational injury and illness, industrial hygiene, physically demanding work, machine safeguarding, sanitation, food, and housing.
- Create and implement business continuity strategies that cover unexpected business interruptions, catastrophes, and natural disasters.
- Permit under no circumstances any physical punishment, disciplinary measures, threats of physical punishment, sexual harassment or other types of sexual assault, verbal abuse, or other intimidation.

Laws, Labor, and Human Rights

Laws and Regulations

While working with or on behalf of Flexential, all Vendors are required to conduct their business activities in strict accordance with all applicable laws and regulations.

Anti-Bribery, Corruption, Anti-Money Laundering and Fair Dealing

At Flexential, we base our business decisions on decency, morality, and adherence to the law. No matter where they are situated or the kind of goods or services they offer, Flexential is committed to conducting business with all our vendors fairly and honestly. We use open and honest procurement procedures where vendors are chosen through a competitive process and develop a partnership based on close collaboration and transparent communication. Vendors must never suggest or agree to any arrangement with a rival to set contractual terms, prices, or margins, or to otherwise segment the market. Vendors must never solicit, provide, approve, or accept bribes, kickbacks, or any other illegal payments. Vendors must also abide by all applicable anti-corruption legislation, including but not limited to the Foreign Corrupt Practices Act of the United States (FCPA). Vendors should take precautions against and keep an eye out for any potential money laundering, financing of terrorism, or activity that violates any relevant sanctions or export-based restrictions.

Business Records

Vendors shall consistently keep complete and accurate records of all business information and report it in accordance with all applicable regulations. In accordance with all relevant legal and regulatory requirements, Vendors shall develop, maintain, and discard business documents.

Work Hours and Age Laws

All applicable regulations governing the number of hours worked and overtime, as well as laws governing pay and benefits, must be followed by Vendors. Vendors may not employ anyone under the age of 15 (or 14, if compliant with ILO regulations and local legislation permits such an exception), the age at which compulsory education must be completed, or the minimum age required by law, whichever is higher. Additionally, Vendors must follow all applicable laws governing the employment of individuals under the age of 18, notably those that govern the hours and conditions of labor.

Environmental, Social & Governance ([link our annual ESG report](#))

Environment & Sustainability

At Flexential, we're dedicated to preserving the environment, preserving the climate, and minimizing our use of all resources. To safeguard, connect, and power a more sustainable digital world, we are working to integrate sustainability into our operations. *We demand, at the very least, that our Vendors abide by all applicable local, state, and federal environmental laws.* To assess, report, and manage their environmental footprints, including greenhouse gas emissions, energy use, water use, air pollution, and waste generation, Flexential encourages its Vendors to create environmental and energy management systems. Vendors shall study the yearly sustainability report from Flexential as it is ready. Flexential may make a participation request on an annual basis for Vendors to disclose sustainability-related data.

Vendors Diversity & Inclusion

We are devoted to fostering an atmosphere where each of our workers is free to bring their best self to work and seize any opportunity that comes their way. We also want our workforce, at all levels, to reflect and represent the areas in which we operate more accurately. We are aware that there is still work to be done to realize this vision, but we are totally committed to displaying long-lasting, demonstrable progress. We urge our vendors to establish their own diversity and inclusion objectives, abide by all local rules

and ordinances, and make sure that a variety of viewpoints are represented. We encourage our vendors to get involved in their local communities and support initiatives that have a positive social and economic impact. In its own procurement and subcontracting activities, Flexential also encourages its vendors to collaborate with small and socioeconomically diverse suppliers.

Community Engagement

Flexential looks to collaborate with vendors who share our dedication to the sustainability of the communities we serve as well as social and economic growth. As a result, we urge our vendors to participate in their communities actively and effectively.

Human Rights

We condemn all types of discrimination in the workplace, including forced or mandatory labor, modern slavery, human trafficking, and child labor. We anticipate that our vendors will share our respect for human rights, employee health and safety, and a voluntary labor force in accordance with the United Nations Declaration on Human Rights and the International Labor Organization Declaration on Fundamental Principles and Rights at Work. We anticipate that our vendors would uphold all pertinent human rights laws and rules, respect the right of their employees to form associations or engage in collective bargaining, and guarantee that employees have access to records relating to their employment. Employees shall be unrestricted in their right to leave their jobs in line with local, state, and federal rules and regulations.

Identity Protection and Non-Retaliation

Unless forbidden by law, vendors must maintain mechanisms that guarantee the privacy, anonymity, and protection of vendors and their employee whistleblowers. Vendors must set up a transparent procedure so that their staff members may voice any concerns without worrying about being punished.

Reporting

Any action, including that of any Flexential employee, that vendors in good faith believe to be an actual, apparent, or breach of this the code are encouraged to report to via our anonymous hotline. Everyone benefits from prompt reporting of misbehavior, which also helps to maintain our business relationship's integrity. Flexential will protect its employees' privacy to the greatest extent feasible and will not put up with reprisals against anyone who has, in good faith, brought attention to dubious behavior or a potential violation of this "the code."

Flexential reporting hotline is available 24 hours a day, 7 days a week:

By phone: 1-800-461-9330

Or online @

<https://app.convercent.com/en-us/Anonymous/IssueIntake/Survey?organizationId=c8930043-d8cf-e211-aefa-80c16e20c34c&intakeChannelId=cc930043-d8cf-e211-aefa-80c16e20c34c>

The Flexential Vendor Code of Conduct sets forth expectations for current and future Vendors. All Vendors are expected to meet these minimum expectations and aspire to make continuous improvements to their business as noted across ethical, labor, and human rights, diversity, equality and inclusion.