

knowit

Knowit Supplier Code of Conduct

Approved by
Board of Directors

Date
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1 Introduction

Knowit's vision is to create a sustainable and humane society through digitalization and innovation. We expect our suppliers to conduct business responsibly by respecting people, acting with integrity, and managing environmental impact in a responsible manner.

Knowit is a signatory of the UN Global Compact. We expect suppliers to support its ten principles on human rights, labor standards, environmental responsibility and anti-corruption and, where relevant, to communicate equivalent expectations to their own suppliers and subcontractors.

This *Supplier Code of Conduct* sets out the minimum requirements Knowit places on all suppliers and, where relevant, business partners. It applies to suppliers of all categories, relevant business partners and Knowit employees who manage supplier or business partner relationships. By entering into a business relationship with Knowit, suppliers commit to act in accordance with this *Supplier Code of Conduct*. Where this *Supplier Code of Conduct* conflicts with a supplier's own code of conduct, the higher standard shall apply.

Additional requirements may be applied depending on the nature and risk level of the supplier relationship. Such requirements are communicated during onboarding and form part of the contractual terms. The management of supplier relationships throughout their lifecycle is set out in Knowit's *Purchasing Policy* and *Supplier Management Procedure*. Specific contractual requirements applicable to a particular supplier relationship are set out in the agreement and may exceed the minimums in this *Supplier Code of Conduct*.

Requirements and follow-up activities under this *Supplier Code of Conduct* are applied proportionately, taking into account the nature, size, sector, risk exposure and significance of the supplier relationship.

Knowit complies with applicable laws and regulations in the countries where we operate and expect the same of its suppliers.

Knowit commits to acting as a responsible business partner by providing clear requirements, reasonable commercial terms and appropriate support to help suppliers meet the expectations set out in this *Supplier Code of Conduct*.

2 Environmental

Environmental responsibility is an important part of how Knowit manages its value chain and supplier relationships. All suppliers are expected to comply with applicable environmental laws and regulations.

Enhanced environmental requirements apply to suppliers with material environmental impacts, significant greenhouse gas emissions or other elevated environmental risks, proportionate to the nature and significance of the supplier relationship.

- Suppliers are expected to measure and manage their greenhouse gas emissions and to cooperate with Knowit in efforts to reduce value chain emissions. Suppliers with significant greenhouse gas emissions are expected to set science-based emission reduction targets aligned with a 1.5°C trajectory, report Scope 1 and Scope 2 emissions annually, and upon request provide relevant Scope 3 emissions data related to goods and services delivered to Knowit.
- Suppliers shall use natural resources responsibly, seek to reduce waste and pollution where relevant, and handle hazardous substances and waste in accordance with applicable requirements.
- Suppliers of IT equipment and digital services are expected to promote durability, repairability and recyclability, and to reduce lifecycle environmental impact. Data center and cloud providers shall improve energy efficiency and use renewable energy where feasible.
- Suppliers with significant environmental impacts are expected to have a structured approach to managing environmental risks and improvement, for example through an environmental management system such as ISO 14001 or equivalent.

3 Social

Knowit is committed to doing business with suppliers who respect people in their own operations and, where relevant, in their supply chains. The requirements below reflect internationally recognized principles on human rights, labor standards, and responsible business conduct.

- Knowit does not accept suppliers that use child labor, forced labor, debt bondage or any form of human trafficking. Suppliers shall respect employees' rights to freedom of association and collective bargaining in accordance with applicable law.
- Suppliers shall provide employment terms in accordance with applicable laws and market practice in the countries where they operate. Employees shall have written employment terms, and working hours, rest periods; wages and overtime compensation shall comply with applicable requirements.
- Suppliers shall provide a safe, healthy, and respectful work environment and not tolerate discrimination, harassment, bullying, or abusive behavior. This includes conduct that is intimidating, offensive or humiliating, whether in person, in writing or through digital channels. Suppliers are expected to promote diversity, equity and inclusion and to provide fair opportunities regardless of ethnicity, age, disability, gender, gender identity, nationality, religion, political opinion or sexual orientation.

- Suppliers are expected to identify, prevent, mitigate and, where appropriate, remediate adverse human rights and labor-related impacts in their own operations and, where relevant, in their supply chains. Suppliers with elevated human rights or labor-related risks are expected to have appropriate policies, due diligence processes and grievance mechanisms in place to address such risks, in line with the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises. Where relevant, suppliers shall respect the rights of local communities and vulnerable groups affected by their operations.
- Suppliers are expected to provide appropriate channels through which employees and, where relevant, other stakeholders can raise concerns or report suspected violations without fear of retaliation. Knowit shall be notified without undue delay of any material incident that may affect the supplier relationship.

4 Governance

Knowit expects all suppliers to conduct business with integrity, in compliance with applicable laws and in accordance with sound business ethics and good governance.

- **Anti-corruption and fair competition**

Suppliers shall not engage in corruption, bribery, extortion, facilitation payments, or any other improper advantage. Gifts and hospitality shall only be offered or accepted where they are lawful, reasonable, and consistent with sound business ethics.

Suppliers shall conduct business in compliance with applicable competition and antitrust laws. Suppliers shall maintain accurate, complete and transparent records relevant to their business activities and the supplier relationship with Knowit. Records must not be falsified, misrepresented or concealed.

- **Conflicts of interest**

Suppliers shall avoid conflicts of interest and disclose any actual, potential or perceived conflict that may impair objectivity in the relationship with Knowit.

- **Financial crime and sanctions**

Suppliers shall take appropriate measures to prevent involvement in money laundering or terrorism financing and shall comply with applicable sanctions and export control laws.

- **Intellectual property and confidentiality**

Suppliers shall respect intellectual property rights and shall not engage in counterfeiting or infringement of copyright, trademark, patent or trade secret rights. Information shared in the context of the supplier relationship shall be protected and treated as confidential.

5 Quality

Knowit expects all suppliers to deliver consistently and reliably.

Suppliers shall deliver in accordance with agreed specifications and Knowit's requirements. Suppliers shall maintain documented processes appropriate to the nature and risk of their products or services and notify Knowit without undue delay of any deviation or circumstance that may affect the quality or continuity of delivery.

Suppliers with significant quality impact are encouraged to implement a structured approach to quality management, for example through ISO 9001 or equivalent.

6 Security

Knowit and its clients rely on suppliers to protect information and systems that they access, process or manage in connection with the supplier relationship.

Suppliers shall establish and maintain appropriate technical and organizational measures to protect information and other relevant assets against unauthorized access, disclosure, alteration, loss or destruction. Such measures shall be proportionate to the risk and aligned with applicable laws and regulations and recognized industry standards.

Personal data shall be processed and protected in compliance with applicable data protection legislation.

Suppliers shall notify Knowit without undue delay of any actual or suspected information security, cybersecurity, privacy or personal data incident that may affect Knowit, Knowit's customers, individuals whose data is processed, or the delivery of products or services to Knowit.

Subcontractors engaged in delivering products or services to Knowit shall be subject to equivalent security requirements.

Suppliers that develop, deploy or use AI or other automated technologies in products or services delivered to Knowit or its customers are expected to do so responsibly and in compliance with applicable law.

Suppliers with significant information security impact are encouraged to implement a structured approach to information security management, for example through ISO 27001 or equivalent.

7 Compliance and reporting

Suppliers are expected to ensure compliance with this *Supplier Code of Conduct* within their own operations and, where relevant, communicate equivalent requirements to their own suppliers and subcontractors. Suppliers with significant impact are expected to have documented policies addressing relevant risk areas.

Knowit shall evaluate material suppliers on a regular basis. Such evaluations may include supplier dialogue, self-assessments, surveys or other follow-up mechanisms covering environmental, social, human rights and business conduct topics. Suppliers shall cooperate with such activities and provide accurate and timely information when requested.

- Suppliers shall report without undue delay, through Knowit's designated reporting channels or in accordance with applicable contractual requirements, any actual or suspected incident that may materially affect Knowit's operations, customers, information, individuals, reputation or the supplier relationship. Suppliers shall also report without undue delay any material or repeated breach of this *Supplier Code of Conduct* identified in their own operations or, where relevant, in connection with the delivery to Knowit.
- Knowit provides secure and confidential reporting channels, including an external whistleblower function, available to suppliers and, where relevant, their employees. Individuals reporting in good faith shall be protected against retaliation in accordance with applicable whistleblower protection laws.
- Knowit reserves the right to monitor and evaluate compliance with this *Supplier Code of Conduct* through audits, self-assessments, supplier surveys, or dialogues. Suppliers shall cooperate with such activities. Knowit may engage third-party providers where relevant.

Breaches of this *Supplier Code of Conduct* may result in corrective actions, formal warnings, or enhanced monitoring. In cases of material or repeated non-compliance where remediation is not satisfactorily implemented, Knowit reserves the right, subject to applicable law, to suspend or terminate the supplier agreement, including with immediate effect in the event of a material breach.

Outcomes from supplier evaluations, audits, surveys, reported incidents and corrective actions may be used to improve Knowit's supplier management processes, contractual requirements, risk assessments and related governing documents.