

twoday

**Supplier**  
code of conduct





## 1. Purpose

The purpose of this Supplier Code of Conduct is to outline twoday`s requirements for our suppliers and their subcontractors, ensuring that they operate in a responsible and sustainable manner. This Code of Conduct aims to promote a high standard of ethical, social, and environmental practices across our supply chain.

## 2. Scope

This Supplier Code of Conduct applies to all suppliers, subcontractors, and their employees who provide goods or services to twoday, such as manufacturers, distributors, consultants, and contractors.

## 3. Policy

At twoday, our commitment is clear: a better tomorrow through technology. As a trusted partner for communities, business partners, owners, and employees, we go beyond mere compliance, ensuring ethical and transparent business practices. Our Supplier Code of Conduct reflects this commitment. We expect our suppliers and partners to operate ethically, aligning with our core sustainability principles, and to communicate transparently and promptly with stakeholders.

If suppliers identify a breach in the Code of Conduct, or any related laws, regulations, or standards, they should inform twoday immediately via our Whistleblowing channel. Once notified, twoday and the supplier will jointly decide on a rectification deadline.

All reports to twoday`s Whistleblowing channel are treated with confidentiality, and we do not tolerate retaliation against those who report in good faith.



## Our core principles on sustainability

Below, you can read our core principles on sustainability, which govern our behavior and way of doing business in twoday. We require our suppliers to both acknowledge and adhere to these principles. Furthermore, we anticipate that our suppliers ensure their sub-suppliers also comply. twoday reserves the right to audit suppliers for compliance in line with our existing supplier contracts.

### **Compliance with laws and regulations**

Suppliers are required to adhere to all applicable local, national, and international laws and regulations in the countries where they operate. This adherence extends to labour and employment, health and safety, environmental protection, data privacy, anti-corruption, and cyber laws and regulations. Suppliers must also align with best practices in cybersecurity, ensuring the protection of sensitive data and the integrity of digital infrastructure. A commitment to understanding and implementing evolving cyber standards is essential to uphold the security and privacy mandates within the ever-changing digital landscape.

### **Non-discrimination and diversity**

twoday will not accept unlawful discrimination of any kind in working relations. Suppliers must promote equal opportunities for all employees and must not discriminate based on race, colour, gender, age, sexual orientation, disability, religion, or any other legally protected characteristic.

### **Fair wages and equal pay for equal work**

Suppliers are expected to commit to paying fair wages to all their employees. This means that wages must meet or exceed legal requirements and be consistent with industry standards. Fair wages should ensure that employees can meet their

basic needs, including food, shelter, and clothing. These wages must be paid on time and in full accordance with applicable legal requirements.

Suppliers should ensure that all employees, regardless of gender, race, or any other protected characteristic, receive equal pay for equal work. Equal pay means that employees performing the same or substantially similar work, regardless of their background, should receive the same level of compensation.

### **Employee Well-Being and Development**

The Supplier must ensure that its workers work in compliance with all applicable laws and mandatory industry standards pertaining to regular working hours/days, and overtime hours, including breaks, rest periods, holidays, and leaves.

### **Health & Safety**

The supplier shall ensure that its employees are provided with a working environment that is physically, psychologically, and socially safe. twoday expects their suppliers to follow applicable laws, regulations, and industry standards and implement appropriate health and safety policies, procedures, and training programs to prevent accidents, injuries, and work-related illnesses.

## Human rights

The supplier shall respect and support the protection of internationally proclaimed human rights<sup>1</sup>. twoday will not tolerate any violations of human rights among our suppliers, partners, customers, and other stakeholders.

twoday expects all business partners to map their supply chains to assess product-related or geographical risks of adverse human rights impacts, including risks related to forced labour and modern slavery, child labour and the freedom of association and the right to collective bargaining among workers.

### A. Forced Labour and modern slavery

The Supplier must not use forced, bonded or compulsory labour, and all workers shall be employed on a voluntary basis, free from any threat of violence, threats of criminal penalty, and restrictions on freedom of movement. Employees must not be required to lodge deposits, money or personal papers with their employer, and all employees shall have the right to leave their employment after reasonable notice.

### B. Child labour

The supplier shall ensure that workers under the minimum age for work or mandatory schooling as specified by the local law, are not employed. When young workers are employed, they must not do work that is mentally, physically, socially, or morally dangerous or harmful. The work shall not interfere with their opportunity to attend school and develop. In the case of hazardous work<sup>2</sup>, the minimum age is 18.

### C. Freedom of association and the right to collective bargaining

Collective bargaining, as a way for workers and employers to reach agreement on issues affecting the world of work, can be a powerful tool for engagement between employers' and workers' organisations to address economic and social concerns. It builds on the freedom to association and the right of workers and employers to form and join organisations of their own choosing.

<sup>1</sup> At twoday, internationally proclaimed human rights refer to those expressed in the Universal Declaration of Human Rights and the core principles set out in the International Labour Organisation's (ILO) Declaration on Fundamental Principles and Rights at Work.

<sup>2</sup> Hazardous child labour is defined by Article 3 (d) of ILO Convention concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, 1999 (No. 182) as: work which, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of children.

### **Privacy and Security**

twoday continuously strives to safeguard our customers' privacy. It is more important than ever to understand the rights and obligations of individuals and organisations with respect to personal information and customer data. twoday expects all its suppliers to follow relevant legislations and to ensure the privacy and security of all data concerning twoday, our customers and business partners.

### **Responsible AI and Emerging Technologies**

We expect our Suppliers involved in AI and emerging technologies to prioritize reliability, compliance with laws, and adherence to globally recognized ethics standards. This ensures that our technology developments are not only cutting-edge but also responsible, safe, and respectful of human rights.

### **Confidentiality and Intellectual Property**

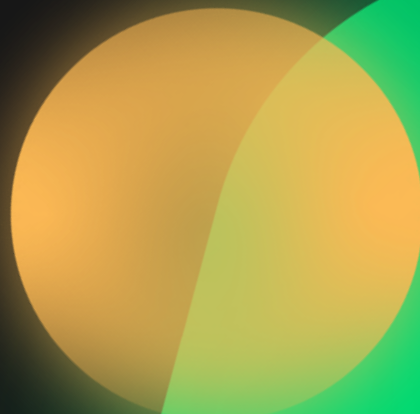
The Supplier must take appropriate steps to safeguard and maintain confidential and proprietary information or trade secrets of twoday, our customers, other suppliers, and individuals. Such information may only be used for the purposes authorised for use by twoday, and in accordance with applicable laws.

### **Prevention of Bribery and Corruption**

twoday will not tolerate any form of corruption in any of our own business activities or among suppliers or business partners, including suppliers, distributors, agents, and joint venture partners. The Supplier is expected to exert reasonable due diligence to prevent and detect corruption in all business arrangements. The Supplier must comply with the anti-corruption laws, directives and regulations that govern operations in the countries in which it conducts business.

### **Environmental Protection, Resource Efficiency and Waste Management**

Suppliers shall operate in an environmentally responsible manner, minimising their environmental impact and promoting sustainable practices. They must comply with all applicable environmental laws, regulations, and industry standards, and must have appropriate environmental management systems in place. Suppliers must strive to improve resource efficiency, reduce waste, and minimise the environmental impact of their operations. They must implement waste management practices that prioritise the reduction, reuse, and recycling of waste materials.



## 4. Supplier Assessment & Non-Compliance

At twoday, supplier compliance with our Code of Conduct is assessed during selection, onboarding, and continuously throughout our partnership. If a supplier is found to be in non-compliance, twoday may require a corrective action plan to be developed and implemented within a specified timeframe. Failure to address these issues can lead to the termination of the business relationship. We expect adherence to our standards to ensure integrity and excellence in all dealings.

## 5. Updates to the Code:

The Code of Conduct is reviewed and approved annually to confirm its effectiveness and to ensure our alignment with current legislation, regulations, and industry best practices. Any updates or modifications will be communicated directly to our suppliers, ensuring they remain informed and aligned with our requirements. Suppliers are expected to regularly check for updates and integrate them into their operations.

Last reviewed and approved: **July 2023**

Please contact [mouna.arntsen@twoday.com](mailto:mouna.arntsen@twoday.com) for any questions or concerns.

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