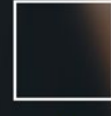


CHARTER.



# Business Partner Charter.

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## Foreword

Our values – commitment, trust, efficiency, innovation and ambition – underpin our everyday behaviours and ensure we do business ethically and fairly.

This Business Partner Charter is intended to promote responsible behaviours and practices. It sets out the commitments that we apply and develop in our everyday conduct – and that all our partners and stakeholders should uphold in their own practices.

This Charter underscores our commitment to the principles of integrity and fairness.

We expect all our partners to share our values, to apply these same principles in the management of their own business, and to follow the rules and standards set out below.

# 01



## Our commitments to doing business responsibly

We comply with commercial law at all times and take a zero-tolerance approach to impropriety and corruption. We expect our Business Partners to participate in this process and to play a proactive role in building relationships that are based on mutual trust and deliver shared, enduring benefits.

### 1.1. Zero-tolerance approach to corruption and influence peddling

Corruption is a major concern in today's economy.

Corrupt practices undermine a healthy business environment, severely harm a company's image, and distort competition.

We expect our Business Partners to share our zero-tolerance approach to all forms of corruption, influence peddling and other distortive practices such as facilitating payments.

Bribery, favouritism, kick-backs and illegal rebates in all their forms are strictly prohibited.

### 1.2. Corporate gifts and hospitality

Gifts and hospitality (such as meals, business trips and entertainment) are common currency in the business world. Yet these practices can create the impression of being offered in order to improperly influence the normal course of business and, in some cases, can be perceived as corruption.

In order to avoid misunderstandings, we require our Business Partners to adhere to our policy on gifts and hospitality.

### 1.3. Conflicts of interest

We are particularly attentive to actual or apparent conflicts of interest, which can cast doubt on the integrity of our relationships and on our impartiality.

Any conflict of interest that arises in the relationship between our organisation and one of our Business Partners must be identified and managed appropriately.

## 1.4. Free and fair competition

Trust is one of our corporate values. Trust relies on integrity and transparency in our relationships with third parties, including our Business Partners.

We never collude with our competitors or share information with a view to distorting competition, including when bidding for tenders (unless we have entered into a formal consortium). We expect our Business Partners to adhere to the same standards.

## 1.5. Integrity in business relationships

We only continue to do business, or enter into new relationships, with Business Partners who act with integrity.

We expect our Business Partners to adhere, at all times, to all laws and regulations governing the conduct of their business.

We conduct a documentary due diligence review of all potential Business Partners before entering into a business relationship, and we keep their integrity under review throughout the relationship.

As part of our checks, we assess the Business Partner's degree of risk and we only enter into a relationship if doing so is justified and satisfies an unmet need.

Where a Business Partner poses a particularly high degree of risk (e.g. because of the nature of their business or the country in which they are located), we implement safeguards as appropriate to the situation (from including specific clauses in the contract or introducing enhanced monitoring, to ending the business relationship).

## 1.6. Audit trail and record keeping

We are committed to keeping accurate and detailed records of all business transactions so that our financial statements present a true and fair picture of our operations. We expect our Business Partners to do the same, and to help ensure that the information contained in financial and accounting documents is accurate and reliable.

## 1.7. Data confidentiality

We have a duty to ensure that our tangible and intangible assets, including confidential information, are not used for any purpose other than in the course of our business.

For this reason, we expect our Business Partners to do the same, and to refrain from sharing, publishing, using or disclosing the confidential information they receive from us with third parties.





# Our commitments to our employees

We demonstrate our commitment to our employees through a range of initiatives. We expect our Business Partners to uphold the principles set out below.

## 2.1. Protection against harassment

We have a zero-tolerance policy towards harassment in the workplace.

This type of conduct is strictly prohibited in all its forms, from bullying and sharing inappropriate images, to verbal, physical and sexual harassment. Anyone who engages this type of behaviour faces disciplinary action and/or prosecution.

We expect our Business Partners to treat their employees with dignity and respect, and to adhere to our values on this matter.

## 2.2. Diversity and equal opportunities

We embrace diversity and recognise the right of every person to be treated fairly and honestly, without discrimination on account of their gender, ethnicity, faith, age, disability, sexual orientation, political views or social background.

As a matter of company policy, we provide job opportunities for all applicants and

employees without discrimination. We base our hiring and career progression decisions on the individual's skills and abilities as they relate to the demands of the role in question.

We expect our Business Partners to treat their employees fairly and honestly. All forms of discrimination are strictly prohibited.

## 2.3. Health and safety

We have a duty to provide a safe and healthy working environment for our employees, and we take all reasonable precautions to do so.

We expect our Business Partners to provide similar working conditions for their employees, and to take whatever steps are necessary to protect their workforce from accidents and personal injuries that could arise when working on their products or services. We also expect them to implement occupational health and safety measures as required by law.

# 03

## Our commitments to society and the environment

Our commitment to society and the environment is based on the *Green IT Global best practices*, which we encourage everyone within and outside our organisation to adopt. We also expect our Business Partners to adhere to these principles, and to implement relevant continuous improvement processes.

### 3.1. Human rights

We uphold and adhere to all human rights standards, including the Universal Declaration of Human Rights of 10 December 1948 and the United Nations Guiding Principles on Business and Human Rights of 16 June 2011. We also remind our Business Partners that the use of forced labour is strictly prohibited under certain conditions, as is the employment of children under the age of 16.

We expect all our stakeholders, including our Business Partners, to comply with these principles.

### 3.2. Fair conditions of employment

As an absolute minimum, we expect the employees of our Business Partners to earn a regular wage, to be paid for overtime and to receive the statutory benefits to which they are entitled under domestic law.

We also expect our Business Partners to adhere to working time and overtime limits as they apply in the country in which they operate.

In addition, we expect our Business Partners to recognise the rights of their employees to collective bargaining, and to create or join a trade union of their choosing without penalty, discrimination or harassment.

### 3.3. Environmental responsibility

We have introduced a series of measures to limit our impact on the environment. We likewise expect our Business Partners to comply with environmental protection standards, including by arranging for suitable processing or treatment of their waste and atmospheric emissions, and by putting in place specific processes for hazardous waste and emissions. We further expect our Business Partners to use natural resources frugally and to deploy responsible waste disposal practices at all levels of their organisation. Our Business Partners agree to provide their employees with awareness and training on environmental protection and responsible practices.

### 3.4. Continuous improvement

As part of a continuous improvement drive, we invite our Business Partners to identify weaknesses and to implement relevant improvements in all of the areas covered in this Charter, including in their procurement processes.







# Key points.



- Bribery, favouritism, kick-backs and illegal rebates in all their forms are strictly prohibited.
- Gifts and hospitality (such as meals, business trips and entertainment) can be perceived as corruption.
- All conflicts of interest must be identified and managed appropriately.
- We never collude with our competitors or share information with a view to distorting competition, including when bidding for tenders.
- We only continue to do business, or enter into new relationships, with Business Partners who act with integrity.
- Accurate and detailed records must be kept of all business transactions so that financial statements present a true and fair picture of operations.
- Our Business Partners must refrain from sharing, publishing, using or disclosing the confidential information they receive from us with third parties.
- All forms of harassment, from bullying and sharing inappropriate images, to verbal, physical and sexual harassment, are strictly prohibited. Anyone who engages this type of behaviour faces disciplinary action and/or prosecution.
- All forms of discrimination are strictly prohibited.
- We uphold and adhere to all human rights standards.
- As an absolute minimum, we expect the employees of our Business Partners to earn a regular wage, to be paid for overtime and to receive the statutory benefits to which they are entitled.
- We expect our Business Partners to comply with environmental protection standards.