

SUPPLIER CODE OF CONDUCT

Introduction

The Acquire BPO Group of Companies (Acquire BPO) obtains goods and services from a diverse Supplier base around the world. We aim to partner with Suppliers who not only deliver quality products, superior service and value for money, but also share our ethical ideology. When we have a need to engage new Suppliers, Acquire BPO will actively favour Suppliers who respect and adopt a corporate mindset which mirrors our own positive principles.

Managing 'Responsible' Procurement

Acquire BPO has developed a process for actively promoting Environmental, Social and Corporate Governance (ESG) practices in our supply chain. As part of this process, Acquire BPO:

- Seeks to ensure its Suppliers are compliant with this Supplier Code of Conduct, and its requirements.
- Incorporates, within Supplier Agreements, clauses directed toward ensuring compliance with a number of ESG safeguards.
- Will seek to audit its Supplier practices and documentation to demonstrate conformance with this code.
- Expects its Suppliers to measure and continually improve their ESG practices.

Principles

Acquire BPO has formally adopted the following principles for our Suppliers to guide their conduct.

1. Governance and Ethics

Acquire BPO is committed to conducting business in an open and accountable way.

We expect our Suppliers to:

- Comply with all applicable laws and regulations, including those in relation to bribery, corruption and other prohibited practices.
- Be able to substantiate, in writing, the Supplier's social and environmental practices.
- Act in an ethical, fair and professional manner, both internally and externally, including with regards to how the community is affected by their business.
- Not offer gifts to gain improper advantage or preferred treatment in the Supplier's business dealings.
- If possible, avoid (but always declare) any conflicts of interest that may impact commercial arrangements between the Supplier and Acquire BPO.

2. Workplace Health & Safety

Acquire BPO considers the health and safety of our staff as our utmost priority. We are committed to promoting a culture of health and safety awareness that ensures risks in the workplace are eliminated or controlled.

We expect our Suppliers to:

- Comply with all health and safety laws and regulations.
- Take proactive measures to prevent workplace risks.
- Provide appropriate training to workers to perform their jobs safely.

3. Diversity

Acquire BPO is committed to providing an environment in which employees have equal access to opportunities available at work, are treated with fairness and respect, and are not judged by unlawful or irrelevant reference to their attributes.

We expect our Suppliers to:

- Respect the diversity of their employees, clients and others with whom they interact, including respect for differences such as gender, race, colour, age, disability, sexual orientation, ethnic origin and religion.
- Demonstrate gender equality (including equal participation of women and men) in their workplace or comply with Workplace Gender Equality Agency reporting requirements as applicable.

4. Employment Practices

Acquire BPO is committed to the principles of Equal Employment Opportunity (EEO) in the workplace and promoting a positive work environment which values equal opportunity free of unlawful discrimination, bullying, or harassment.

We expect our Suppliers to:

- Comply with all relevant laws and regulations in relation to employment practices.
- Implement an EEO policy which meets or exceeds the requirements of any relevant laws.
- Provide an environment where people are treated lawfully, equally and with dignity and respect.
- Promote a culture in which there is no tolerance of unlawful discrimination and harassment.
- Provide fair pay and working conditions for employees including adequate rest periods, leave and minimum wage requirements.
- Make provision for parental and carer's leave as required by law.
- Not use forced, bonded or involuntary labour so that, for example, workers are free to leave after their shift ends, or to resign their employment after giving reasonable notice.

5. Risk Management

Acquire BPO conducts risk assessments to assess financial, operational and legal risk exposure. To assess our organisational risk exposure, we consider a Supplier's location, manufacture process and product life cycle as well as other criteria.

We expect our Suppliers to:

- Comply with all relevant laws and regulations pertinent to their operations regarding all products and services they provide to Acquire BPO.
- Understand regulatory and compliance obligations applicable to the product or service supplied to Acquire BPO.
- Implement procedures for their employees to comply with applicable privacy laws as well as secure Acquire BPO data against unauthorised access or use.

- Actively manage performance and risk and proactively and punctually bring to the attention of Acquire BPO any matter of concern.
- Have a Business Continuity Plan that is maintained and tested to minimise business impacts in the event of major disruption.

Code Compliance

Acquire BPO reserves the right to audit the practices of our Suppliers to ensure alignment with this Code. This may include self-assessment by Suppliers, or a request for additional information, or site visits.

We expect our Suppliers to:

- Respond in full and be open and honest in response to any request for information.
- Complete an agreed corrective action plan until a satisfactory level of improvement is reached should any breaches or shortcomings regarding this Code be identified.