

1. Legislation

Supplier will comply with all relevant international legislation as well as the relevant national legislation of the countries in which they operate.

2. Human Rights

- 2.1. Supplier will support and respect the protection of internationally proclaimed human rights and will operate in the spirit of the Charter of the United Nations. This includes, but is not limited to, the following subjects.
- 2.2. Supplier will recognize and respect:
 - The fundamental human rights, social justice and human dignity
 - The diversity of local cultures

3. Labor

- 3.1. Supplier will support and respect the internationally proclaimed labor rights and will operate in the spirit of the core Conventions of the International Labor Organization (ILO). This includes, but is not limited to, the following subjects.
- 3.2. Supplier will recognize and respect employee's right to:
 - Collective bargaining
 - Freedom of association
- 3.3. Supplier will not indulge in acts of:
 - Discrimination
 - Child labor
 - Forced labor
- 3.4. Supplier will:
 - Compensate workers in accordance with all applicable wage laws
 - Limit the working hours to the maximum as set by applicable laws
 - Ensure a safe working environment

4. Data and Privacy

If and when a Supplier receives data from KPN in order to fulfill their contracts, Supplier will treat this data in accordance to the EU Data Protection Directive, as well as any applicable national data protection and telecommunications legislation, to prevent, amongst others:

- Loss of private customer data
- Unauthorized access to employee records
- IPR and or identity theft
- Unprotected personal financial data

5. Consumer Safety

Supplier will ensure that his products will not be made of hazardous substances, as defined in EU Directive Restriction of Hazardous Substances. Supplier will take all the necessary actions to ensure consumer safety.

6. Environment

- 6.1. Supplier will recognize and respect the environment in his business operations and continuously seek for ways to minimize his impact of his business operations, production and products, on the environment.
- 6.2. Supplier will strive to utilize recycling, re-use and/or refurbishing of products and materials. Supplier will dispose of waste in an environmental friendly way.
- 6.3. Supplier will strive to reduce the use of:

- Energy (e.g. electricity, gas, petrol)
- Water
- Raw materials
- Environmentally unfriendly technologies and processes

- 6.4. Supplier will strive to reduce the production of:
- Waste (e.g. packaging, chemicals, by products)
 - Harmful emissions

7. Ethical Conduct

- 7.1. Supplier will refrain from unethical conduct, such as extortion and bribery. Instead, supplier will be committed to prevent corruption in all forms this may occur.
- 7.2. Supplier will refrain from providing KPN personnel with any form of compensation, reward, gift or other benefit, which may influence KPN's personnel objective decision making. Supplier has been informed on these principles, as laid down in KPN's (sub)Code of Conduct 'Business Transactions and Gifts'.

8. Other

- 8.1. KPN may reconsider its relationship with a supplier that does not comply with this Code.
- 8.2. Supplier who cannot (fully) comply with this code will inform KPN in detail on his non-compliance and indicate whether he will comply in the future and when.
- 8.3. Upon request supplier will deliver, within a reasonable time frame, relevant information to KPN pertaining to the issues in this Code.
- 8.4. Supplier will inform his employee's and subcontractors of his compliance with this Code and will strive to have subcontractors accept the relevant terms of this Code as well.
- 8.5. KPN will monitor the use and conditions of this Code with questionnaires and may audit a supplier on his compliance on this Code. Supplier will improve his compliance based on the audits outcome.
- 8.6. KPN and Supplier will evaluate this Code and seek actively for ways to improve it, both on its content and in expanding compliance to second tier suppliers.

Signed by Supplier

Name

[Company Stamp]

Function

Date

City

Signature