



## Supplier Code of Conduct

### Terms and Conditions

KPN may reconsider its relationship with suppliers that do not comply with this Code.

Suppliers who cannot (fully) comply with this code will inform KPN in detail on their non-compliance and indicate whether they will comply in the future.

Upon request suppliers will deliver, within a reasonable time frame, relevant information to KPN pertaining to the issues in this Code.

Supplier will inform their employee's and subcontractors of their compliance with this Code and will strive to have subcontractors accept the relevant terms of this Code as well.

KPN will monitor the use and conditions of this Code with questionnaires and may audit suppliers on their compliance on this Code. Suppliers will improve their compliance based on the audits outcome.

KPN and Suppliers will evaluate this Code and seek actively for ways to improve it, both on its content and in expanding compliance to second tier suppliers.

### Legislation

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

### Human Rights

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.

Supplier will recognize and respect:

- The fundamental human rights, social justice and human dignity
- The diversity of local cultures

### Labor

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.

Supplier will recognize and respect employee's right to:

- Collective bargaining
- Freedom of association

Supplier will not indulge in acts of:

- Discrimination
- Child labor
- Forced labor

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

**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, to prevent, amongst others:

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

**Consumer Safety**

Supplier will ensure that their products will not be made of hazardous substances, as defined in EU Directive 2002/95/EC (RoHS). Supplier will take all the necessary actions to ensure consumer safety.

**Environment**

Supplier will recognize and respect the environment in their business operations and continuously seek for ways to minimize the impact on the environment. 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.

Supplier will strive to reduce the use of:

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

Supplier will strive to reduce the production of:

- Waste (e.g. packaging, chemicals, by products)
- Harmful emissions

**Ethical Conduct**

Supplier will refrain from unethical conduct, such as extortion and bribery. Instead they should be committed to fight corruption in all forms this may occur.

**Signed by Supplier**

[Company Stamp]

Name .....

Function .....

Date .....

City .....

Signature .....