Supplier Code of Conduct

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.

3. Labor
3.1 Supplier will not indulge in acts of:
   - Discrimination
   - Child labor
   - Forced labor
   - Sexual exploitation
   - Torture
   - Limitation of political freedoms
   - Limitation of religious freedoms

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 compliancy on this Code. Supplier will improve his compliancy 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 compliancy to second tier suppliers.

8.7 Supplier shall adhere to the general principles of sustainable sourcing within Suppliers own procurement process

8.8 All Equipment provided to KPN or used in the execution of any Specific Agreement, shall comply to the Energy Star standard if applicable or shall qualified as such by the competent authorities

8.9 At first request of KPN, Supplier shall produce an annual sustainability report (CSR report)

Signed by Supplier

Name ......................
Function ........................
Date ..........................
City ..........................
Signature ........................