

Supplier charter

2023

VISION

At ISEO we aim to be the fastest growing multinational company developing, producing and selling solutions in the safety, security and access control management, for professionals and consumers. Our passion is giving people peace of mind about their safety and security, being the preferred choice for more than 200 million access points by 2025.

MISSION

ISEO exists to provide...

**ULTIMATE ACCESS TECHNOLOGIES TO
UNLOCK YOUR FREEDOM TO MOVE.**

ISEO aims to establish business relationships based on a high level of business ethics and integrity.

Therefore, **current and potential suppliers of goods and services and contractors, in the exercise of their direct activities, in their contractual relations with their possible subcontractors or sub-suppliers and, in general, in the creation and management of their respective value chains, are expected to effectively and demonstrably align themselves with the principles expressed herein.**

ISEO's **Supplier Charter** is based on the adopted **Code of Ethics** and **Sustainability Policies**, documents that are herein fully referred to. The company requires its business partners to be consciously informed of all the provisions set out therein, as well as in any other governance document made available through the company website or other means.

In particular, the Code of Ethics, of which the Sustainability Policies are an extension and integration, includes among the Addressees Third Parties, understood as all those who have business relations with the company, such as suppliers, customers, partners, investors and beneficiaries of social initiatives, donations and sponsorships. Application to Third Parties is subject to the signing of declarations or the inclusion in contracts, mandates, assignments or partnership agreements that bind them to the company of specific clauses committing the subject to such compliance and formalising sanctions for violations of such commitment.

Furthermore, the Code of Ethics commits ISEO to promote in all its activities the adoption of a management method for suppliers of goods and services that, in addition to the regulations in force, takes into account the values expressed by the Code of Ethics, the guidelines provided by the Sustainability Policies, and in general all the aspects necessary for the responsible sourcing process, such as human and labour rights, health and safety, environment, animal welfare, safety and quality of products and services, business integrity, and protection of privacy and intellectual property.

ISEO, in order to protect its own operational effectiveness and to safeguard its resources, including its image and reputation, does not enter into relations with parties that do not intend to or have demonstrated that they do not operate in compliance with the regulations in force and according to the values expressed in the Code of Ethics, extended and supplemented by the Sustainability Policies.

Consistently, **the process of selecting suppliers of goods and services also requires as a prerequisite the alignment with the principles expressed herein.** Subsequently, suppliers will go through transparent and objective assessments of their professionalism and business structure, taking into account the quality, price and manner in which the goods are supplied or the services performed.

To this end, ISEO reserves the right to carry out all appropriate actions and checks, including through questionnaires and possible site visits, in order to ascertain and verify whether its current or potential business partners meet the requirements set out in this Charter.

The **Code of Ethics** defines the set of ISEO's fundamental principles and rules of conduct. Based on Vision, Mission and Values, they constitute a solid reference for the sustainable success of the ISEO Group, to which the company belongs, contributing to the creation of shared value in the long term. Further guidance is provided by the set of Policies adopted and periodically updated, in particular the Sustainability Policies.

The **Sustainability Policies** extend and complement the Code of Ethics adopted by ISEO. The 'Guiding Principles' are its cornerstone and are further detailed in five dedicated policies:

- health and safety;
- rights and society;
- quality and responsibility;
- environment, resources and energy;
- information security

It applies in all activities and relations with all counterparts and in the active involvement of all stakeholders in its sphere of influence.

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HUMAN AND LABOUR RIGHTS

Current and potential suppliers of goods and services and contractors, in the exercise of their activities, in their relations with their sub-suppliers or sub-contractors and in their respective value chains, while taking into account the limits of their sphere of influence, are expected to effectively and demonstrably support:

- the rejection of all forms of forced and child labour;
- the rejection of any behaviour constituting physical or psychological violence, coercion, harassment, bullying or attitudes in any way relating to bullying and harassment practices;
- the rejection of any kind of harassment of a sexual nature howsoever carried out and, regardless of legal definitions, considers any attitude or behaviour that may create discomfort or instil fear in the other person to be unacceptable and prohibited;
- the creation and maintenance of labour relations characterised by fairness, equality, non-discrimination, care and respect for the dignity of the individual;
- the promotion of equal opportunities, in particular between genders, for every employee or candidate;
- respect for workers' rights and trade union freedoms, such as in particular freedom of association and collective bargaining, including through a responsible and constructive dialogue with labour protection organisations that fosters a climate of mutual respect consistent with the principles of fairness, transparency and participation;
- the adoption of selection and evaluation processes based on criteria of merit, competence and feasible and achievable objectives;
- the recognition of fair treatment in relation to the role, commitment and results achieved and the promotion of a fair redistribution of the value created.

HEALTH AND SAFETY

Current and potential suppliers of goods and services and contractors, in the exercise of their activities, in their relations with their sub-suppliers or sub-contractors and in their respective value chains, while taking into account the limits of their sphere of influence, are expected to effectively and demonstrably support:

- creating and maintaining a safe and healthy working environment and taking appropriate measures to prevent accidents and health injuries by minimising the causes of hazards inherent in the working environment;
- the provision of appropriate personal protective equipment to workers;
- the provision of adequate information and training on occupational health and safety;
- the implementation of procedures and systems to manage and report occupational injuries and illnesses, investigate cases and implement corrective actions to eliminate their causes;
- the availability of first aid facilities and access to necessary medical care in the event of an accident;
- the provision for all personnel of toilets, changing rooms and other basic facilities, drinking water and, if necessary, places of rest, refreshment and sanitary facilities, including for food storage.

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ENVIRONMENT

Current and potential suppliers of goods and services and contractors, in the exercise of their activities, in their relations with their sub-suppliers or sub-contractors and in their respective value chains, while taking into account the limits of their sphere of influence, are expected to effectively and demonstrably support:

- the promotion of a proactive transition to a regenerative, animal-friendly and low-carbon economy, while at the same time creating social value;
- the adoption of measures to minimise, mitigate and compensate the footprint generated by activities on the environment and living species.
- the adoption of measures to prevent possible harm to the environment through risk prevention programmes and the continuous improvement of the technologies employed and management and control practices, even beyond the requirements and parameters dictated by the regulations in force;
- promoting the responsible use of natural resources and reducing consumption;
- transparency towards stakeholders and, in particular, towards the community and the territory in which the activity is carried out;
- the adoption of international best practices in production processes or services, the highest standards of quality, safety, environmental protection and process and product innovation policies towards sustainable solutions compatible with responsible lifestyles and consumption;
- the active contribution to global challenges such as climate change, biodiversity conservation and the preservation of non-renewable resources.

INTEGRITY, COMPLIANCE AND TRANSPARENCY

Current and potential suppliers of goods and services and contractors, in the exercise of their activities, in their relations with their sub-suppliers or sub-contractors and in their respective value chains, while taking into account the limits of their sphere of influence, are expected to effectively and demonstrably support:

- compliance with all applicable local, national and international laws, regulations, technical standards and authorisation requirements;
- the adoption of anti-competitive measures, fair trade and marketing, protection of intellectual property and privacy;
- the definition of specific actions to combat corruption, embezzlement, extortion, money laundering, criminal organisations, transnational organised national crime and any other illegal behaviour committed;
- the provision and transparency to the public, where required and in accordance with applicable laws and regulations, of information on its activities, corporate structure, financial and non-financial performance;
- the non-disclosure to third parties of confidential or sensitive information relating to their activities.

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INFORMATION SECURITY

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- compliance with all applicable local, national and international laws, regulations, technical standards and authorisation requirements;
- the adoption of measures to ensure the confidentiality, integrity, availability and control of information managed on behalf of ISEO;
- the non-disclosure to third parties of confidential or sensitive information relating to their activities;
- the definition of a cyber security incident management framework that effectively validates, contains and removes/mitigates security incidents occurring in the supplier's environment;
- the immediate communication to ISEO of any incident occurring internally or to the processed data that may compromise the confidentiality, integrity and availability of such data.

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