



# **SUPEROFFICE SUPPLIER CODE OF CONDUCT**

# DOING THINGS RIGHT

Driven by a passion for customer relationship management (CRM), SuperOffice is one of Europe's leading suppliers of CRM solutions to the business-to-business market. Established in 1990, SuperOffice operates and has customers in several countries in Europe.

Our CRM software supports the individual user, teams and companies in achieving higher sales, marketing and customer service productivity. To ensure that our product brings value, we build close relationships with our customers, and always strive to help them grow and improve their business.

We all want to get fair play, that's why we follow and adhere to certain universal, underlying standards of behavior when we do business. It's paramount to treat others and be treated in a just, lawful and ethical way. That's why SuperOffice has a set of its own rules and standards that reflect the company's values and commitments.

We're a pretty down-to-earth company, so you won't be surprised to find out that our values are also very straightforward:

**Be true** – we're honest and share our thoughts and concerns with you, as much as we share our good news.

**Stay sustainable** – we're committed to making a positive impact on the world around us – in life, society, relationships, and business.

**Put people first** – we're open to everyone and invite them into a sincere relationship, based on friendliness and trust.

**Utfordre** (the Norwegian word for challenge) – we challenge the status quo by thinking outside the box and coming up with new solutions, all with the aim of making things better.

**Keep it simple** – we know that your success is our success, and when it's simple for you, it's simple for us.

Simply put, we're open and transparent in letting you know what to expect from us. Also, we'll do everything to deliver on our promises.

**Doing things right** is the principle that helps us implement our five core values. Not only does it mean that we provide a product that is well made, fairly priced and of exceptional quality, but it also means that our every step is taken with **ethics and integrity** in mind.

We monitor our entire operation for compliance with our Code of Conduct and commit to acting in a sustainable and socially responsible manner while complying with all applicable legal requirements, wherever SuperOffice operates.

**Doing things right is not an option at SuperOffice, it's the rule.** Working here means making a commitment to uphold our company values and following the Code of Conduct outlined in this document.

Thank you for upholding our values and helping us be the best version of ourselves. This Code of Conduct applies to everyone we work with – our employees, suppliers, partners, owners, and customers.



A stylized, handwritten signature in black ink.

Gisle Jentoft, CEO



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### 1. PURPOSE

We all want to get fair play, that's why we follow and adhere to certain universal, underlying standards of behavior when we do business. It's paramount to treat others and be treated in a just, lawful and ethical way

Therefore, SuperOffice has a set of its own rules and standards that reflect the company's values and commitments.

### 2. WHAT IS THE SUPEROFFICE CODE OF CONDUCT?

The standards outlined in the SuperOffice Code of Conduct are not intended to change or replace any specific contractual requirements, but rather to establish the basic principles for business conduct which SuperOffice expects from its suppliers.

SuperOffice may verify your compliance with this Code of Conduct by performing audits or other assessments of your facilities, records and business processes. Violation of the Code of Conduct may result in your disqualification as a SuperOffice supplier and the termination of our business relationship.

In case of violations, reports outlining the situation and consequences and corrective actions should be shared with SuperOffice through your business contact or our online whistleblowing channel.





## 3. SUPPLIERS CODE OF CONDUCT

At SuperOffice, we are dedicated to fostering a collaborative business environment that prioritizes the well-being of all stakeholders. To uphold these values, we have developed a Supplier Code of Conduct that outlines the principles and expectations we have for our suppliers. This Code of Conduct reflects our commitment to ethical practices, responsible business conduct, and sustainability.

By adhering to this Code of Conduct, which our suppliers commit to, suppliers contribute to our shared vision of creating a healthy and sustainable business environment.

### 3.1 Diversity and Non-Discrimination

At SuperOffice, we believe in the value of diversity and inclusivity. Discrimination of any kind is strictly prohibited within our organization and supply chain. We expect our suppliers to uphold the principle of non-discrimination in their employment and hiring practices, treating all individuals with fairness and respect.

Suppliers must not engage in discrimination based on race, color, age, gender, gender identity or expression, sexual orientation, ethnicity, disability, pregnancy, religion, political affiliation, union membership, marital status, or any other irrelevant characteristic. Creating an inclusive and diverse work environment is essential for fostering innovation, creativity, and collaboration.

### 3.2 Fair and Equal Compensation

We expect our suppliers to ensure fair and equal compensation for all employees. This includes paying wages in compliance with legal requirements and on time. Suppliers must uphold the principle of equal pay for equal work, eliminating any form of salary discrimination. It is crucial to provide transparent and equitable compensation structures that align with industry standards and promote fairness.

Suppliers should be prepared to provide evidence of their commitment to equal pay principles. Additionally, suppliers should provide a living wage that covers the basic needs of their employees.

### 3.3 Compliance with Laws and Regulations

Suppliers must comply with all applicable laws and regulations in the countries and jurisdictions where they operate. This includes local labor laws, health and safety regulations, environmental laws, and any other relevant legal requirements. We expect our suppliers to establish robust processes to identify, monitor, and understand these laws and regulations.





Moreover, suppliers should strive to exceed legal obligations by adhering to relevant international standards, such as those set by the International Labor Organization or the United Nations conventions. Compliance with laws and regulations is a fundamental requirement for ethical and responsible business conduct.

We expect suppliers to have their corporate, social and environmental responsibility statements documented and endorsed by executive management. These should affirm your commitment to the values and topics addressed in this document and to their continuous improvement.

### 3.4 Health and Safety

Suppliers must prioritize the health and safety of their employees and the supply chain. This involves implementing comprehensive processes to identify and manage health and safety risks associated with their operations. Suppliers should maintain compliance with relevant health and safety regulations and provide a working environment that is physically, psychologically, and socially safe for employees.

This includes adequate training, safety protocols, protective equipment, and emergency preparedness. Regular assessments and audits should be conducted to identify and address potential risks or hazards. Supplier leadership must demonstrate a strong commitment to the well-being of their workforce.

### 3.5 Protection of Human Rights

Respecting and protecting human rights is core at SuperOffice, and we expect our suppliers to share this commitment. Suppliers must actively support and uphold the protection of human rights as defined by internationally recognized agencies. This includes conducting regular risk assessments to identify and mitigate human rights impacts within their operations and supply chains.

Suppliers must ensure they are not involved in or complicit in any form of forced labor, modern slavery, child labor, or human trafficking. Furthermore, suppliers must respect the freedom of association and the right to collective bargaining. Employment of workers below the minimum age for work or mandatory schooling is strictly prohibited. Suppliers should provide a work environment free from violence, harassment, or discrimination.

### 3.6 Employee Well-being

Suppliers must prioritize the well-being of their employees and create a positive work environment. This includes ensuring that workweeks do not exceed the maximum hours permitted by local laws or applicable collective agreements, except in emergency or extraordinary situations with the employee's consent. Adequate rest periods and breaks should be provided to prevent exhaustion and promote work-life balance.





Suppliers should also provide employees with at least the minimum compensation, benefits, and overtime payments as required by law. Additionally, suppliers are encouraged to promote employee development, provide opportunities for career growth, and foster a culture of respect, inclusion, and professional development.

### 3.7 Privacy and Data Security

As a software company, SuperOffice places significant importance on privacy and data security. We prioritize safeguarding our customers' privacy and complying with international and regional privacy laws, including the EU General Data Protection Regulation (GDPR). We expect our suppliers to follow relevant legislation and take necessary measures to protect the privacy and security of all data pertaining to SuperOffice, our customers, and our business partners.

Suppliers must handle data confidentially and ensure appropriate technical and organizational measures are in place to prevent unauthorized access, use, or disclosure of data. In addition, suppliers must recognize when they get access to confidential information about SuperOffice and personal information that belongs to our employees, customers, developers and others, and take appropriate actions to protect it from misuse and improper disclosure.

### 3.8 Environmental Management

SuperOffice is committed to minimizing our environmental impact and promoting sustainability. We expect our suppliers to share this commitment and actively participate in environmental stewardship. Suppliers should identify and mitigate climate change risks and strive to minimize their environmental impacts. This includes:

- Reducing greenhouse gas emissions,
- Minimizing waste generation,
- Conserving natural resources,
- Adopting circular thinking and sustainable practices throughout their operations.

Suppliers should conduct life cycle assessments of their products or services and promote sustainable design, production, and disposal practices. Furthermore, we encourage suppliers to establish sustainable supply chains, transition to renewable energy sources, reduce business travel (especially air travel), and empower consumers and employees to make low-carbon choices.





### 3.9 Confidentiality and Intellectual Property

Suppliers must respect and protect the confidentiality and intellectual property rights of SuperOffice, our customers, other suppliers, and individuals. This includes creating and maintaining appropriate processes to ensure regulatory compliance and protect confidential and proprietary information or trade secrets.

Suppliers should handle such information with the utmost care, ensuring it is used solely for authorized purposes as permitted by SuperOffice and in accordance with applicable laws. Any unauthorized use, disclosure, or misappropriation of confidential or proprietary information is strictly prohibited.

### 3.10 Prevention of Bribery and Corruption

SuperOffice maintains a zero-tolerance policy towards bribery and corruption in all business activities. Suppliers are expected to conduct reasonable due diligence to prevent and detect bribery and corruption in all business arrangements.

Suppliers must comply with anti-bribery and anti-corruption laws, directives, and regulations in the countries where they operate. This includes refraining from offering, giving, soliciting, or accepting bribes or improper payments.

Suppliers should implement internal controls and procedures to ensure compliance with these laws and actively promote a culture of integrity and transparency within their organizations.

## 4. CONCLUSION

By adhering to this Supplier Code of Conduct, suppliers demonstrate their commitment to ethical practices, responsible business conduct, and sustainability.

SuperOffice appreciates the dedication of our suppliers in upholding these principles and expects continuous compliance and improvement in all aspects of ethical conduct.

Together, we can create a healthy and sustainable business environment that benefits all stakeholders.





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