



SUPPLIER CODE OF CONDUCT

With more than 160 years of history as Singapore's postal service provider, the Singapore Post Limited group of companies ("**SingPost**") has grown to become a global company with operations in 15 markets. Building on our trusted communications through domestic and international delivery services, SingPost offers best-in-class eCommerce logistics solutions including warehousing and fulfilment, last mile delivery and international freight forwarding.

Making Every Delivery Count for People and Planet is our purpose, and what we do at SingPost. When delivering trusted postal and logistics services across the globe to connect people, communities, and commerce, we are aware of our responsibilities and will deliver our commitment with high ethical standards; and we will need our partners and suppliers to adopt the same standards within our delivery value chain.

This document ("**Code**") sets out the standards of conduct which SingPost expects from all its suppliers who provide goods and services. Suppliers are expected to cascade this Code to its employees, associated entities, sub-contractors, and agents, and support these parties in understanding the principles and expectations of this Code which references the ten principles of the United Nations Global Compact. Suppliers are expected to align to the principles of the United Nations Global Compact, especially in the application of Human Rights, Labour, Environment and Anti-Corruption.

We reserve the right to update this Code from time to time, to adopt newer standards that are relevant and developing. SingPost requires suppliers to establish and maintain appropriate management systems related to the requirements of this Code and monitor and/or possibly modify their management processes and business operations, to align with the principles set forth in this Code.

Procurement decisions will favourably consider suppliers that have adopted these areas or can demonstrate that they will work with us to achieve the outcomes desired.

1. Ethical and Transparent Business Practices

1.1 Laws and Regulations

Suppliers shall comply with the laws and regulations of the countries where their businesses and operations are carried out, and where the goods and services are performed, shipped or sent out and/or delivered. These include but are not limited to laws and regulations relating to labour and employment, data protection and privacy, health and safety, environment, and trade regulations. Suppliers are expected to conduct business with integrity and in a fair, equitable and professional manner and declare any interest they have, that may conflict or be perceived to conflict with SingPost.

1.2 Anti-Bribery and Corruption

SingPost adopts a zero-tolerance stance on any forms of corruption or bribery (in alignment with our [Anti-Bribery & Corruption Policy](#)), including any payments or other form of benefits for the purpose of influencing decisions and business outcomes. Suppliers are expected to adhere to the same principles and shall never, directly or through intermediaries, give, promise, or offer any gratification as an inducement or



reward to SingPost' staff and their family members, to secure contracts or business transactions or any unfair business advantage.

1.3 Trade Regulation

Suppliers shall comply with the applicable export controls, sanctions and customs laws and regulations. Suppliers shall ensure that its sub-contractors, agents, and owners are not listed in any applicable Denied Party sanctions lists.

2. Human Rights and Labour

2.1 Suppliers shall treat all its employees, representatives and agents with dignity and respect, and support the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, especially in the areas of:

2.2 Diversity & Inclusion

Suppliers shall promote an inclusive work environment that ensure a diverse and inclusive working environment at all levels of the organisation, treating everyone with dignity and respect.

2.3 Suppliers must not discriminate any employee, or any candidate considered for employment on the basis of their:

- a) Race, colour, nationality, birth origin, descent, ethnicity, or religion,
- b) Gender, marital status, pregnancy, family, or caregiver responsibilities,
- c) Sexual preferences,
- d) Age or physical or mental condition, or
- e) Political beliefs.

2.4 Fair Employment Practices

Suppliers must treat its employees equally, are managed fairly, and are provided with opportunities to progress based on their ability, attitude, and aptitude. Employees shall be paid a fair wage and in a timely manner and that commensurate with the job role, skills, and performance relative to the industry and local labour market. Suppliers are also expected to conform to and comply with prevailing local laws and legislative requirements governing employment practices including but not limited to working hours, overtime compensation, rest breaks.

2.5 Freedom of Association and Right to Collective Bargaining

Suppliers must respect the rights of its employees to freedom of association and collective bargaining. Within the jurisdiction of local employment laws and regulations, suppliers' employees must be given the right to establish and join legally recognised groups or unions without fear of reprisal.

2.6 Forced Labour

Suppliers must adopt a zero-tolerance approach towards forced and compulsory labour, bonded labour, and human trafficking. No individuals shall be compelled to work through force, bondage, coercion, or intimidation of any form.

2.7 Disciplinary policies and procedures, if any, shall be clearly defined and communicated to the workers.

2.8 Where foreign workers are employed, suppliers shall ensure that the workers are employed through fair and ethical hiring practices, and the workers treated with dignity and respect. In addition, suppliers shall ensure that the foreign workers shall:

- a) Be provided with employment contracts stating their key terms of employment, and
- b) Not have their identity or immigration documents withheld or denied.

2.9 Child Labour

Suppliers must abide to the minimum age provisions of local laws and regulations, and remain consistent with the ILO Minimum Age Convention (1973) where the minimum age for labour is 15 years old, as long as the individual's health or schoolwork is not harmed. Workers under the age of 18 shall only perform work in accordance with legal requirements of their country of employment and subject to any requirement regarding education or training.

3. Environment

3.1 SingPost requires our suppliers and partners to be working with us ensuring environmental management and protection practices (in alignment with our [SingPost Group Environmental Policy Statement](#)). This includes considering efficiency in the use of resource such as energy and water, waste reduction, minimise pollution and are cost efficient through the adoption of effective environmental management practices. All SingPost suppliers must comply with prevailing legislation and regulations concerning the protection of the environment in the countries they operate in.

3.2 Suppliers through the delivery of their services and supply of goods shall make every effort to reduce greenhouse gas (GHG) emissions. Upon request and where practicable, suppliers will be expected to provide GHG emission data including, but not limited to, the manufacturing process, transportation, and distribution of goods, including between a company's direct suppliers and its own operations, and between the point-of-sale and the end consumer (including retail and storage).

3.3 Suppliers are required to provide relevant data on environmental (including waste generated and/or recycled, water consumption, use of sustainable materials, etc.) and climate protection upon request and without cost to SingPost. SingPost expects our suppliers, where relevant and practicable, to have in place an environmental, social, and governance (ESG) Policy.

4. Health and Safety

- 4.1 Suppliers must provide a safe and conducive workplace that safeguards the physical and mental well-being of their workers and employees. The workplace should, among other things, be free of pollution, toxic material, and waste, and have adequate measures to prevent accidents, injuries, and work-related illnesses. Suppliers shall conduct regular workplace risk assessments and ensure that their employees are provided with all necessary equipment and tools to ensure their safety at work including the provision of appropriate Personal Protective Equipment (PPE).
- 4.2 For any services or work carried out on a SingPost worksite or premises, suppliers are required to submit a risk assessment and safe work method statement that must be approved by SingPost prior to commencing any physical work on the worksite or premises. Suppliers shall comply with the approved safe work method statement during the entire delivery of their services.
- 4.3 Suppliers shall ensure that its workers and employees are physically fit for work and are not under the influence of alcohol, prohibited drugs, or other incapacitating substances when discharging their duties. Suppliers' employees and workers shall be adequately briefed and trained in health and safety issues relating to their work for SingPost.
- 4.4 Suppliers are to understand and follow any health and safety directives and site requirements whilst on any SingPost worksite or premises.
- 4.5 Suppliers are expected to cooperate with SingPost to create a safe and conducive working environment for all and upon request, provide health and safety related data (including headcount and working hours) as part of the monitoring and continuous improvement of our safety performance.

5. Data Privacy and Cybersecurity

- 5.1 In the course of doing business with SingPost, suppliers will exchange data and information with SingPost. Suppliers are expected to implement solutions to safeguard the data (electronic or otherwise) and to protect data from being misused and abused. Where personally identifiable information is involved, suppliers shall recognise the rights of the individuals to protect their personal data (including rights of access and correction), and balance those rights with its need to collect, use and disclose personal data for legitimate and reasonable purposes.
- 5.2 All suppliers that provide services which collects, process, store data (including Personal data) on behalf of SingPost (and/or our subsidiaries) must adhere to requirements, including but not limited to
 - a) Information Security Management,
 - b) Data Protection and Data Security,
 - c) enforcement of user access controls,
 - d) adopting secure software and application development,



- e) Enforcement of Distributed Denial of Service (DDOS) protection around web/mobile/cloud application security,
- f) Execution of Threat and Vulnerability Management,
- g) Ensuring regular IT systems updates and security, and
- h) Establish robust Incident management (including Cyber security incident).

SingPost reserves the right to call for audit and/or supplier risk assessment.

- 5.3 In any event, Suppliers shall adhere to applicable data protection laws, including security of personal data.

6. Business Continuity Planning

- 6.1 Suppliers should implement robust plans to mitigate the effects of any business disruptions such as natural disasters, terrorism, industrial actions, cyberattacks, infectious diseases, and others. Of priority are the plans of ensuring that employees' well-being and the environment are protected from the negative effects relating to or arising from business disruptions.

7. Performance to Supplier Code of Conduct

- 7.1 SingPost reserves the right to conduct checks and validations on suppliers' adoption and performance to this Code. Such checks and validations may take the form of questionnaires, interviews, site inspections and visits or other forms of engagements by SingPost Group or its appointed third party. Gaps identified in suppliers' adoption of this Code may not warrant a termination of business relationship with SingPost unless it seriously violates an applicable law and/or regulation. If gaps are not serious in nature, SingPost is opened to supporting suppliers in narrowing or eliminating such gaps.
- 7.2 Suppliers are expected to demonstrate reasonable efforts to communicate this Code to their employees, subcontractors, suppliers, and other stakeholders in their supply chain whom they engage in the supply of goods and services to SingPost; and ensure that these stakeholders act in alignment with this Code.

8. Reporting Irregularities

- 8.1 SingPost encourages all its partners and suppliers to communicate and highlight ambiguities, irregularities, and conflicts in this Code by writing in by email to supportscoc@singpost.com



- 8.2 If there were any observed breaches of law, you can contact the SingPost whistleblow hotline via email to whistleblow@singpost.com

9. Continuous Improvement

- 9.1 Suppliers should feel encouraged to work with SingPost to create innovative ideas and initiatives that contribute towards **Making Every Delivery Count for People and Planet**. SingPost values the exchange of new ideas and is open to explore new opportunities jointly with suppliers.