

Supplier Code of Conduct

Thryv Australia Pty Ltd and its related companies (**Thryv**) are committed to ethical, sustainable and socially responsible procurement. This Supplier Code of Conduct (Code) outlines Thryv's minimum expectations of all of its suppliers of goods and services. Thryv expects its suppliers to communicate the Code to their own supply chains so that they are aware of, understand, and comply with the Code.

Suppliers are required to comply with all applicable laws and the Code. If there is no legal requirement, or if a local legal requirement is lower than the requirement under this Code, suppliers are expected to comply with the Code.

Corporate Governance and Ethics

Suppliers are expected to:

- comply with all applicable laws in relation to anti bribery, anti-corruption, anti money laundering, fraud and prohibited business practices and maintain internal policies and controls to safeguard against these practices;
- conduct their business in an ethical manner and act with integrity;
- have processes in place to prevent or disclose an actual or potential conflict of interest related to its relationship with Thryv as soon as possible to Thryv;

Labour and Human Rights

Suppliers are expected to:

- Demonstrate a commitment to human rights in accordance with existing international standards and conventions such as the UN Declaration of Human Rights.
- Comply with the international labour standards set out in the International Labour Organisation's eight core ILO Conventions ⁽¹⁾.
- Ensure that there is no discrimination in hiring and employment practices, including based on ethnicity, gender, sexual orientation, disability, religion, political or other opinion, marital status, national or social origin or other status.
- Not use directly or indirectly any form of child, forced, bonded or prison labour and ensure that employment is freely chosen.
- Adhere to minimum age provisions of national labour laws and regulations and, where national law is insufficient, take account of international standards.
- Follow all applicable laws and regulations with respect to working hours, wages and other entitlements and ensure that workers are paid a fair wage in a timely manner and are not required to work excessive hours that may impact their personal health and safety.
- Ensure that disciplinary policies and procedures are clearly defined and communicated to workers and do not include unlawful or inhumane treatment and do not include sanctions that result in wage deductions, reductions in benefits, or compulsory labour.

- Ensure workplaces are free of work bullying, harassment, victimisation and abuse and other unlawful and inhumane treatment.
- Respect workers' rights in connection with freedom of association and collective bargaining.

Work Health and Safety

Suppliers are expected to:

- comply with regulatory and statutory requirements in relation to health and safety at work and maintain work environments and systems of work, for workers and others that ensure their health and safety; and
- ensure that their workers are adequately trained and provided with the proper equipment to safely carry out their work; and
- establish and maintain a policy and process to identify and manage occupational health and safety hazards and incidents.

Environmental Sustainability

Suppliers are expected to:

- comply with all applicable laws and regulations relating to the environment, including any management and reporting obligations;
- have an environmental management system or other process to identify, assess and reduce their environmental risks and impacts;
- demonstrate a commitment to sustainable business practices, including in relation to the efficient use of raw materials and resource and the minimisation of the risk of pollution, loss of biodiversity, deforestation, damage to ecosystems and greenhouse gas emissions.

(1) Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87), Right to Organise and Collective Bargaining Convention, 1949 (No. 98), Forced Labour Convention, 1930 (No. 29), Abolition of Forced Labour Convention, 1957 (No. 105), Minimum Age Convention, 1973 (No. 138), Worst Forms of Child Labour Convention, 1999 (No. 182), Equal Remuneration Convention, 1951 (No. 100), Discrimination (Employment and Occupation) Convention, 1958 (No. 111)

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