

VOICEVALE SUPPLIER CODE OF CONDUCT

INTRODUCTION:

At Voicevale, we believe in creating long-term cooperation with our suppliers who are valued partners in the success of our business. Our relationship with suppliers is characterised by honesty and fairness. We are committed to working with them to achieve responsible business practices according to this Code of Conduct's (Code) requirements.

In addition to other quality elements and commercial aspects, while selecting suppliers, Voicevale will consider its suppliers' compliance with this Code.

As our company follows these requirements in our own workplaces, we are expecting our suppliers to take steps to disseminate these standards and follow up on these requirements in their entire supply chain and third-party sub-contractors.

OUR PRINCIPALS

Openness

We expect our suppliers to be open and honest about the risks and challenges in their supply chain. At Voicevale, we are determined to support responsible procurement practices at all stages of our supply chain.

Responsibility

Suppliers are obliged to comply with this Code, at all times, in their entire supply chain.

Continuous Improvement

This Code outlines the minimum standards. Our company is always encouraging our suppliers to do more to improve sustainability in their supply chain.

Due Diligence

Suppliers must ensure that principles in this Code are implemented along their supply chain by adopting a due diligence-based approach where their suppliers are audited to ensure they also comply with the Code

REFERENCES

This Code of Conduct is based upon the following international standards and frameworks. It is expected that wherever these standards are referenced, the supplier will familiarise themselves with them:

- National and international labour and social security laws and regulations
- United Nation's (UN's) Global Compact Ten Principles
- Universal Declaration of Human Rights (UN 1948)
- UN Convention on Discrimination Against Women
- International Labour Organization (ILO) Conventions
- International Covenant on Civil and Political Rights (1966)
- Declaration on the Protection of All Persons from Being Subjected to Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (1975)
- Guiding Principles of the UN Convention of the Rights of Children (UNCRC, 1989)
- World Health Organization (WHO) Class 1A and 1B lists
- The Rotterdam Convention (2019)
- Stockholm Convention on Persistent Organic Pollutants (2019)
- Paris Agreement (2015)
- Green Deal Protocol (2019)

By signing this Code, you are expected to comply with the following requirements:

HUMAN RIGHTS AND LABOUR

Employment Relationships:

Suppliers shall adopt and adhere to rules and conditions of employment that respect workers in their entire supply chain and, at a minimum, safeguard their rights under national and international labour and social security laws and regulations.

Non-discrimination:

No person shall be subject to discrimination in employment, including hiring, compensation, advancement, discipline, termination, or retirement, based on gender, race, religion, age, disability, sexual orientation, nationality, political opinion, social group or ethnic origin.

Harassment or Abuse:

Every individual shall be treated with respect and dignity. No person shall be subject to any physical, sexual, psychological, or verbal harassment or abuse.

Forced Labour:

There shall be no use of forced labour, including prison labour, indentured labour, bonded labour, or other forms of forced labour throughout the whole supply chain.

Child Labour:

Child labour shall not be used. No person shall be employed under the age of 15¹ or under the age for completion of compulsory education, whichever is higher.

Any persons under 18 shall not be employed at night or in hazardous conditions.

Suppliers shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable them to attend and remain in quality education.

Freedom of Association and Collective Bargaining:

Suppliers shall recognise and respect the right of employees to freedom of association and collective bargaining.

Health and Safety:

Suppliers shall provide a safe and healthy workplace setting to prevent accidents and injury to health arising out of, linked with, or occurring in the course of work or as a result of the operation of suppliers' entire supply chain.

Hours of Work:

Suppliers shall not require workers to work more than the regular and overtime hours allowed by the country's law where the workers are employed. The standard workweek shall not exceed 48 hours. Suppliers shall enable workers to at least 24 consecutive hours of rest every seven days. All overtime work shall be consensual. Suppliers shall not request overtime regularly and shall compensate for all overtime work at a premium rate. In exceptional circumstances, the sum of regular and overtime hours in a week shall not exceed 60 hours.

¹A Child is defined as any person less than 15 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age would apply. If, however, local minimum age law only for light work is set at 14 years of age in accordance with developing country exceptions under ILO Convention 138, the lower age will apply. In these conditions, employers shall work on raising the minimum age to 15 years in their supply chain.

Compensation:

Every worker has a right to compensation for a regular work week that is sufficient to meet the worker's basic needs and provide some discretionary income. Suppliers shall pay at least the minimum wage or the appropriate prevailing wage, whichever is higher, comply with all legal requirements on wages, and provide any fringe benefits required by law or contract.

Where compensation does not meet workers' basic needs and provide some discretionary income, each supplier shall take appropriate actions that seek to progressively realise a level of compensation that does.

Rights of Indigenous People:

Suppliers shall respect the rights of local communities and indigenous people in their entire supply chain.

ENVIRONMENTAL MANAGEMENT

Suppliers shall take preventive measures against listed environmental challenges, implement an initiative to promote greater environmental responsibility and encourage the development and diffusion of environmentally friendly techniques in their entire supply chain.

Climate Change:

Suppliers shall work on identifying the effects their business has on climate change and together with all stakeholders within their supply chain, address and improve at all times their entire supply chain's environmental impact, including Carbon Foot Print, Energy efficiency, Water Management, Waste Management, Chemical Management and Biodiversity.

Deforestation and Biodiversity:

Suppliers shall take necessary measures to ensure their entire supply chain does not negatively impact forests and protected territories as well as taking necessary actions to ensure that biodiversity is preserved throughout their entire supply chain.

Water Management and Conservation:

Suppliers shall implement appropriate activities to mitigate their impact on their water consumption and ensure groundwater quality is maintained or improved in their entire supply chain.



Waste Management:

Suppliers shall take appropriate steps to mitigate the production of waste and the consumption of natural resources in their entire supply chain.

Chemicals Management:

Suppliers shall take necessary measures to ensure that no chemicals listed in WHO 1a and 1b, Stockholm POP, and Rotterdam PIC Lists have been used in their entire supply chain.

GOVERNANCE

Legal Compliance:

Suppliers shall comply with all local, national, and international laws, as well as other principles, protocols, declarations, and conventions mentioned in this Code.

When differences or conflicts in standards, conventions, laws arise, our suppliers are expected to comply with the strictest requirement and the most favourable to workers and the environment.

Transparency and Data Management:

In order to evaluate compliance with this Code, Voicevale may ask for records, additional information, and other third-party audits/inspections reports such as SMETA, Fairtrade, Rainforest Alliance Standards, and Independent External Assessments by the Fair Labor Association.

Anti-Corruption:

Suppliers shall ensure that there are no forms of extortion, bribery or corruption in all its forms through their supply chain.

Remediation and Grievance Procedures:

Suppliers shall take appropriate steps and measures to implement an effective remedy mechanism to address human rights concerns and issues along their entire supply chain.

Conflicts of Interest:

Suppliers shall avoid situations which conflict or could be perceived as conflicting business interests.



Animal Welfare:

Suppliers shall take appropriate steps to ensure the protection of animals and the respect of animal welfare.

Monitoring:

Voicevale reserves the right to monitor compliance by on-site visits and inspections conducted by Voicevale personnel or independent third-party auditors.

Violation of the Code:

If a supplier does not meet the requirements in this Code, the parties will discuss corrective actions through an open dialogue. The supplier shall do its utmost to implement corrective actions as soon as possible, and shall inform Voicevale about any such activities. Voicevale has the right to terminate its business relationship with suppliers depending on the extent of the non-compliance and the quality of the corrective actions taken by the supplier.

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Mr Roby Danaon

Director