

S. No.	Type of Information	Document Data
1.	Document Title	Supplier Code of Conduct
2.	Date of Release	02-Dec-2022
3.	Document Version No.	V 1.0
4.	Document Owner	Commercial
5.	Document Author(s)	Commercial
6.	Document Approver	Head - Commercial

Document Update Summary

Version No.	Revision Date	Nature of Change	To be Reviewed before
V 1.0	NA	New Document	01-Apr-2024

Supplier Code of Conduct

Introduction

Delhivery regards its suppliers as an integral and necessary part of its business and believes that a dependable and sustainable supply chain is essential for a responsible and efficient organisation. The Delhivery Supplier Code of Conduct ("Code") sets out the fundamental values and integrity levels of business conduct that Delhivery expects its suppliers to uphold in all business relationships. The Code specifies Delhivery's expectations for supplier conduct with regard to ethics, labour and human rights, health and safety, environmental protection, and management practices.

Applicability

Delhivery requires its suppliers to follow all applicable laws and regulations and to act in accordance with the defined principles and requirements. This Code is associated with OECD Guidelines for Multinational Enterprises, the International Bill of Human Rights, the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, the Ten Principles of the UN Global Compact (UNGC), and the UN Guiding Principles on Business and Human Rights (UNGPs).

Delhivery will evaluate its suppliers' compliance with the Code, and any kind of violation could result in the termination of a supplier's business connection with Delhivery. This Code applies to all Delhivery suppliers (including service providers and contractors) in all areas.

Elements of Supplier Conduct

1. Ethics and Transparency

Suppliers must maintain honesty, integrity, and fairness while doing business with Delhivery. Supplier shall maintain accurate records of its commercial activities, labour, health and safety, and environmental and management practices and shall disclose them, without falsification or misrepresentation, to all relevant parties and as required by law.

2. Labour and Human Rights

Delhivery is committed to preserving and protecting human rights. The Company's guiding principles are consistent with the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, the Universal Declaration of Human Rights, and the United Nations Guiding Principles on Business and Human Rights.

- ☐ Delhivery has a zero-tolerance approach to child labour and modern slavery.
- ☐ Supplier shall not hire, engage, or otherwise use any type of child labour, and shall ensure that slavery does not exist in its workplace.
- ☐ Supplier shall not engage in human trafficking or use any forced, bonded, indentured labour. The supplier must ensure that employment contracts are written in a language that workers can comprehend.
- ☐ Suppliers must not do discrimination against any worker as per age, ethnicity, gender, disability, marital status, religion, national origin, race, sexual orientation, or any other status protected by applicable federal, state, or local law in hiring or other employment practices.
- ☐ Suppliers must provide a work environment free of harassment and abuse. Supplier shall not threaten or subject workers to harsh or inhumane treatment, including verbal abuse and harassment, psychological harassment, sexual harassment, mental and physical coercion, and any other type of intimidation or threat.

- ☐ Suppliers shall comply with applicable laws and regulations on working hours, overtime, and maximum work hours.
- ☐ Suppliers shall at least pay the minimum wages and provide any benefits required by law. All legally mandated benefits viz. leaves, social security, insurance, etc. shall be provided by the supplier to its employees.
- ☐ Suppliers must respect the rights of workers to unite with others, create and join groups of their choice, and bargain collectively without interference, retaliation, discrimination, or harassment.

3. Environment

- ☐ Suppliers shall comply with all relevant environmental laws and regulations.
- ☐ Supplier is encouraged to develop and implement practices that reduce negative environmental impacts and have processes in place to optimise the use of natural resources, reduce the release of harmful emissions in the environment and produce environmentally compatible products and services which have extended product life, recyclability, reusability, and use of recycled content.

4. Health & Safety

- ☐ Suppliers shall ensure that all legal requirements including but not limited to occupational safety, emergency preparedness, occupational injury and illness, industrial hygiene, physically demanding work, machine safeguarding, sanitation, food, and housing are addressed.
- ☐ Suppliers shall take adequate steps to minimise the cause of hazards inherent in the working environment and provide adequate training to all its employees, workers, and contractors on health and safety matters.

5. Anti – Corruption and Anti – Bribery

- ☐ Supplier must comply with anti-corruption and anti-bribery laws, directives, and regulations that govern operations in the country where they conduct business, including but not limited to the prevention of Corruption Act, 1988 (India), the United States Foreign Corrupt Practices Act (FCPA), and the United Kingdom Bribery Act 2010. (UKBA).
- ☐ Suppliers must adhere to antitrust and competition rules when engaging in discussions, agreements, or business transactions with competitors. Suppliers must not fix prices or rig bids with their competitors. They are prohibited from exchanging current, historical, or upcoming pricing information, as well as any competitive information, with competitors.
- ☐ Suppliers are expected to avoid any actual or prospective conflict of interest at all times.

6. Information Security

- ☐ Supplier shall comply with all applicable data privacy and information security laws and associated contractual obligations.
- ☐ Information should not be used for any reason other than the business purpose for which it was provided (e.g., advertising, publicity, etc.) without the owner's explicit written consent.
- ☐ Supplier shall respect intellectual property rights of Delhivery and shall not use them except without the company's prior written authorization.

Supplier Evaluation

Delhivery expects its suppliers to meet and fulfil the requisites of this code. It will continue to evaluate its suppliers on their ability to meet the objectives and requirements of this code.

Acceptance

By signing the purchase order/contract/agreement, the Supplier confirms reading, understanding, and accepting the Supplier Code of Conduct. Suppliers must incorporate the main features of this code into their business practices.

Consequences of violating the code

Suppliers are expected to have an appropriate framework and adequate processes in place to monitor suppliers' compliance with the principles outlined in this code. Delhivery reserves the right to audit the supplier's compliance with this code and recommend corrective action. If the expectations of this code are not duly met by the supplier, the business relationship shall be reviewed, and necessary actions may be taken subject to the terms of the governing contract(s.)

Raising a concern

Delhivery encourages its employees, suppliers, customers, and other stakeholders to raise concerns and make disclosures when become aware of any actual or potential violation of the code of conduct, policies, or applicable laws, and such concerns or disclosures may be submitted through the various channels outlined in **its Whistle-blower Policy**.