



# Khoros Supplier Code of Conduct

## Introduction

At Khoros, corporate integrity, responsible product sourcing, and the safety and well-being of workers across our global supply chain are of the utmost importance. These principles apply to all aspects of our business, and encompass all of our vendors, partners, agents, consultants, and providers of goods and services, or anyone working on behalf of Khoros (each a “Supplier” and collectively “Suppliers”). We are committed to conducting business with integrity - ethically, honestly, and in compliance with all applicable laws and regulations across our global operations - and we expect our Suppliers to share in this commitment.

This Supplier Code of Conduct (“Supplier Code”) sets out Khoros’s expectations for our Suppliers in the areas of business integrity, labor practices and human rights, health and safety, environmental impact, and diversity and inclusion. It establishes the minimum standards that any Supplier doing business with Khoros must meet.

## Compliance with the Supplier Code

To ensure consistency and mutual commitment, Khoros requires that all Suppliers, including their employees, representatives, subcontractors, agents, and suppliers, (“Partners”), comply with all applicable laws and regulations in the jurisdictions in which they operate. Suppliers are also expected to comply with this Supplier Code.

## Business Integrity and Business Practices

At Khoros, acting with integrity is fundamental to who we are, what we do, and how we help our customers. Integrity means doing the right thing, and at Khoros, the expectation is that everyone – including our Suppliers – will act with integrity. As such, we strive to always act with honesty and transparency. We are committed to conducting our business responsibly and in compliance with all applicable laws. We expect our Suppliers to do the same.

## Anti-Bribery and Corruption

We let the quality of our products, services, and customer service speak for itself. As such, when evaluating business partners or engaging with Suppliers, we do not offer or take bribes and we do not permit others to exert undue pressure or influence on us.

Suppliers will comply with all applicable anti-bribery and anti-money laundering laws and will strictly prohibit all forms of bribery, kickbacks, and other corruption. Suppliers should have policies in place that address gift giving and entertainment practices to ensure honesty and transparency.

## Business Records and Accounting

Suppliers will accurately reflect their business dealings in their books and records regarding sales of products, services, or other expenditures with respect to Khoros. Suppliers will not engage in false or misleading accounting practices.

## Conflicts of Interest

A conflict of interest exists when a Supplier's personal interest interferes with, or has the appearance of interfering with, the best interest of Khoros or the Supplier. We expect our Suppliers to be transparent about any actual, potential, or perceived conflicts of interest with Khoros and avoid activities that could interfere with their contractual responsibilities to Khoros.

Suppliers will avoid conflicts of interest and situations that have appearance of a conflict of interest with Khoros and will disclose to Khoros any situation that reasonably could be expected to give rise to an apparent or actual conflict of interest regarding its relationship with Khoros. Examples of a conflict of interest that must be disclosed to Khoros include (but are not limited to) close personal relationships between the Supplier and Khoros personnel, payment of incentives to Khoros personnel, and Khoros personnel being the supplier's director, officer, or shareholder.

## Ethical Conduct

We are committed to achieving the highest standards of integrity, professionalism, and ethical conduct in our operations and activities, and achieving this goal starts with ensuring the same from our Suppliers.

Suppliers will adhere to the highest standard of ethical conduct in their business practices and will engage in honest and fair dealings with their current and potential customers. Suppliers will not engage in any misleading or deceptive practices, misrepresent their products, services, and process, or make unfair, misleading, inaccurate or false claims about, or comparisons with, competitor offerings.

## Fair Competition and Antitrust

Competition is healthy – it creates growth and spurs innovation. We compete fairly in the marketplace at Khoros and we expect our Suppliers to also follow the laws, rules, and regulations that ensure the marketplace remains competitive and free.

Suppliers will comply with all applicable competition and antitrust laws and regulations.

Additionally, Suppliers will not discuss or agree with any competitors to fix or control prices, boycott suppliers or customers, coordinate during a bidding process, limit the production or sale of products or product lines, or divide or allocate markets, territories, products, customers, or suppliers. Suppliers will only use legal means to gather information about sellers of products that compete with Khoros products.

## Protection of Information

At Khoros, we put the highest level of importance on safeguarding and maintaining our confidential data, proprietary information, and personally identifiable information. We expect our Suppliers to do the same.

Suppliers will protect any Khoros confidential, proprietary, and personally identifiable information that it has access to and act to prevent its misuse, theft, fraud, or improper disclosure. Suppliers must take all due care in handling, discussing, or transmitting confidential, proprietary, and personally identifiable information that could affect Khoros, its employees, and its customers. Suppliers may not share, disclose, or use Khoros's intellectual property, confidential information, or any other proprietary or non-public information, except as provided in the applicable contract with Khoros or as provided by express written consent by Khoros.

Suppliers will comply with all applicable data privacy laws and regulations when processing the personal or identifying information of Khoros and Khoros's employees, workers, customers and end users, and suppliers.

## Trade and Export Controls

Khoros takes its responsibility to comply with trade and export control laws seriously, and we will not work with Suppliers do not comply with these laws.

Suppliers will strictly comply with all applicable trade laws, including export, import, customs, sanctions, embargoes, boycott, and other trade compliance laws and regulations.

## Labor and Human Rights

Khoros is committed to making sure that we treat all humans – not just Khoros employees – with respect and in a responsible manner. We do not utilize any form of forced, child, or otherwise unjust or unfair labor practices, and we expect our Suppliers to do the same.

## Slavery and Human Trafficking

Khoros condemns forced labor and human trafficking and will not work with Suppliers who engage in these practices.

Suppliers must ensure that all labor is voluntary and all workers are free to terminate their employment at any time in accordance with applicable law. Suppliers will not support or engage in slavery or human trafficking in any part of its supply chain. Suppliers will not, and will ensure that their Partners do not, support, engage in, or require any compelled, involuntary, or forced labor, bonded labor, prison labor, indentured labor, or child labor.

## Fair Compensation, Working Hours, and Lawful Employment

Suppliers must comply with all local wage laws, including those relating to minimum wages, overtime hours, and legally mandated benefits, and will ensure that wages and benefits are paid on time. Overtime must be voluntary and wage deductions shall not be used as disciplinary measure. Suppliers must also ensure that their workers have reasonable work schedules that comply with local laws – workweeks are not to exceed the maximum set by local law and Suppliers must provide rest days and public holidays.

Prior to employing any worker, Suppliers will review and validate all relevant documentation to ensure that such worker has the legal right to work in that jurisdiction.

## Freedom of Association

We firmly believe that open communication and direct engagement between workers and management are the most effective ways to resolve workplace and compensation issues.

Suppliers will respect employees' lawful right of free association, as well as their right to join, form, or not join a labor union or otherwise engage in collective bargaining in accordance with local laws. Suppliers will permit workers to openly communicate and share grievances with management about working conditions without fear of retaliation, punishment, threats, or harassment.

## Health and Safety

We are committed to protecting the health and safety of our workers and the people in the communities where we operate. Similarly, we expect our Suppliers to provide a safe and healthy place for their Partners and communities.

Suppliers will promote safe and secure workplaces and will have policies and practices in place to ensure the health and safety of their employees. Suppliers will take all necessary steps to provide a safe working environment.

## Fair Treatment, Non-Discrimination, and Diversity and Inclusion

At Khoros, we respect individual and cultural differences. We're stronger when we're diverse. When we say everyone should feel included at work, we mean every. single. person. So, at Khoros, we are committed to examining unconscious biases and creating and fostering a culture of inclusion and diversity. We do not tolerate discrimination in any form and are deeply committed to equal opportunity. We expect our Suppliers to share in these commitments and to have appropriate policies in place.

Suppliers will maintain a workplace where business activities are conducted with respect and where treatment is fair and without abuse. Suppliers will comply with all applicable laws on non-discrimination and anti-harassment in hiring and employment. Suppliers will demonstrate a commitment to identify, measure, and improve a culture of diversity and inclusion through all aspects of workplace management.

## Provide Grievance Procedures

Doing the right thing is a universal expectation that applies to us all. Violating the law, company values, and company policies is never the right thing to do. Fostering a safe culture where employees are encouraged come forward with grievances is ingrained in who we are at Khoros, and we expect the same of our Suppliers.

Suppliers will provide employees with reasonable, effective, accessible, and culturally appropriate procedures so that workplace concerns can be brought to management for appropriate resolution. Suppliers will strictly prohibit all forms of retaliation against workers for raising workplace concern.

## Environmental Protection and Community Impact

At Khoros, we care about our communities and our planet – it's important that we take steps to make our world a better place to live. We strongly encourage our Suppliers to engage in environmentally conscious activities and to demonstrate social responsibility in their business practices and policies.

## Environmental Protection

We strive to choose responsible, environmentally conscious business partners to help further our environmental mission. As such, we expect our Suppliers to practice environmentally conscious activities, and encourage them to take steps to fight climate change and commit to doing their part to change the world.

Suppliers will conduct their operations in ways that are environmentally responsible and will comply with all applicable environmental laws, regulations, and standards. Suppliers should consider their environmental impact when making business decisions and are encouraged to develop and maintain practices to reduce pollution, conserve resources, and promote energy efficiency.

## Community Impact

We believe in being a good neighbor, making a difference, and giving back the community. One small way that we show how much we care about our communities is by encouraging our Suppliers to share in these same standards.

Suppliers are encouraged to actively and positively engage in the communities in which they do business to promote sustainable social and economic practices and development. Suppliers should take steps to mitigate and avoid any negative impacts on the environment and community.

## Supplier Diversity

Khoros promotes business relationships with diverse and underrepresented businesses in our strategic sourcing and procurement process, and we search for Suppliers that similarly value diversity on their own supply chain.

Suppliers are strongly encouraged to include small and socioeconomically diverse suppliers in their supply chain. This includes sourcing minority-owned, women-owned, disability-owned, veteran-owned, disabled veteran-owned, service-disabled veteran-owned, lesbian/gay/bisexual/transgender-owned (LGBTQ), and other small businesses when subcontracting activities.

If you are a diverse Supplier, please fill out our [Diversity and Inclusion Vendor Form](#).

## Monitoring and Auditing

Suppliers will monitor their operations and their compliance with applicable laws and regulations and this Supplier Code through appropriate due diligence, audits, and other relevant activities.

## Reporting Misconduct

In order to promote a high standard of ethical and professional conduct, we have established an ethics reporting hotline, where, as permitted by law, employees, customers, and Suppliers can address any issues on a confidential and anonymous basis. We expect our Suppliers to report any known or suspected violations of this Supplier Code, laws, or regulations to Khoros through our dedicated channels as follows:

### Quick Links for Reporting:

Email: [compliance@khoros.com](mailto:compliance@khoros.com)

Hotline: +1-888-331-1342

Website: [khoros.ethicspoint.com](http://khoros.ethicspoint.com)

Mobile: [khorosmobile.ethicspoint.com](http://khorosmobile.ethicspoint.com)