

Supplier Code of Conduct

v. May 26, 2023



Our Mission

Siteimprove's mission is to empower organizations to realize the full potential of their digital presence and make the web better for all. Our mission permeates everything we do. It's evident in the product solutions we build, the support we offer, the services and education we provide, and the suppliers we use. For Siteimprove, it is imperative that we can guarantee to our customers that our Suppliers meet the same corporate social responsibility (CSR) standards we set for ourselves.

To ensure that the entire Siteimprove supply chain meets our requirements, all Siteimprove Suppliers must comply with this Supplier Code of Conduct. This Siteimprove Supplier Code of Conduct sets out social responsibility requirements for our Suppliers. In addition to the requirements for Suppliers set out below, all Suppliers must comply with applicable law and respect universal human rights.

Still, Siteimprove believes that corporate social responsibility is an ongoing process and that it should not only be a box-ticking exercise. Suppliers are expected to be good corporate citizens, committed to having a positive impact for their employees, stakeholders, community, and environment. Corporate social responsibility should be at the core of the Supplier's activities and embedded in their business culture. Siteimprove wishes that this code not only guarantees that our Suppliers meet the minimum requirements, but that it inspires our Suppliers to be socially responsible organizations.

Accessibility

Accessibility is a cornerstone of Siteimprove's business. We are committed to ensuring that our digital solutions and developed content meet a high level of accessibility. This means either conformity to level AA of the Web Content Accessibility Guidelines (WCAG) 2.1 or otherwise ensuring that the solutions are effective, efficient, engaging, error tolerant, and easy to use for users of all abilities.

We pledge that should a conflict arise between release deadlines, aesthetics, and the production of accessible solutions and content that accessibility will remain a priority.

All Siteimprove Suppliers are encouraged to make the same pledge. Suppliers shall strive to have an operation that is accessible for all individuals no matter their background and abilities. Suppliers are furthermore encouraged to educate itself on the impact of disabilities and how to improve accessibility within its business and practices.

Business Ethics

Siteimprove is committed to conducting business free from extortion, bribery, and all unlawful, unethical, or fraudulent activity. Honest dealing with customers and suppliers is essential to Siteimprove's relationships. Siteimprove Suppliers must operate in a socially responsible manner, with high demands on the way in which our Suppliers and their partners work. Siteimprove Suppliers must operate and develop their business on fair and free competition terms and must ensure that their suppliers and business partners do the same.

Siteimprove expects that all Siteimprove Suppliers conduct business according to the highest ethical standards of conduct and in compliance with Siteimprove's Anti-Bribery and Anti-Corruption Policy, all applicable laws and regulations, including the U.S. Foreign Corrupt Practices Act (FCPA), the United Kingdom Bribery Act (UKBA), the Corruption of Foreign Public Officials Act (CFPOA), and similar laws in other countries that prohibit improper payments to obtain a business advantage.

The Supplier must have a zero-tolerance policy in connection with bribery and corruption of all kinds, and should implement monitoring and enforcement procedures to ensure conformity with anti-corruption regulations. Suppliers must not offer, promise, give, accept, or solicit any bribe, gift, loan, fee, or other advantage to any government official or employee, any customer, any Siteimprove employee, or any other person to obtain any business or improperly influence any action or decision.

The Supplier must also have appropriate whistleblowing procedures in place, which should be communicated to its employees and stakeholders. At a minimum, the Supplier must ensure that the confidentiality, anonymity, and protection of employee or supplier whistleblowers are respected, unless prohibited by law. Siteimprove Supplier will prohibit retaliation against whistleblowers.

Confidentiality and Intellectual Property

Siteimprove Suppliers shall maintain the confidentiality and integrity of information entrusted to them, except when disclosure is legally mandated or authorized by Siteimprove. "Confidential and Protected Information" is Siteimprove's proprietary information or third-party information intended for use within Siteimprove that, if disclosed to, or modified by unauthorized individuals, could result in the risk of financial loss, productivity loss, or damage to the reputation of Siteimprove. Confidential and Protected Information includes client information, legal documents, proposals, contracts, employee information, client information, intellectual property and trade secrets. Unauthorized disclosure of Confidential and Protected Information is a violation of this code, contractual requirements, and, potentially, applicable law.

Suppliers are expected to respect intellectual property rights and conduct business in a manner that protects intellectual property.

Data Privacy

Recent years have shown a welcomed increase in regulation and protection of personal data. As everyone's digital presence grows, it is crucial that data shared by subjects are respected and protected.

We have both external and internal privacy policies in place. Siteimprove Suppliers' handling of data is very important to us, and we will not take on a new Supplier before we have assessed any privacy implications and practices. Siteimprove expects that our Suppliers comply with any legislation and best practices on the protection of personal data. Suppliers are encouraged to make data privacy a priority in all their operations.

It is our policy that the data we retrieve should never serve any purpose other than the one either the data subject or data controller has bestowed upon us. Consequently, Siteimprove does not sell or otherwise provide the data received by our customers' use of our services to third parties. We expect our Suppliers to do the same. Siteimprove takes data privacy training of our employees very seriously, and we count on our Suppliers to do the same.

Environment

Siteimprove is a member of the United Nations Global Compact Initiative, which sets standards and universal principles for companies regarding their environmental impact and sustainability initiatives. Siteimprove ensures that our facilities and activities comply with the highest environmental standards, and supports the development and growth of environmentally friendly initiatives.

All Siteimprove Suppliers shall strive to comply with all applicable laws and regulations relating to their environmental impact. Compliance with environmental law includes any international or local laws affecting the sourcing of materials, processes used to manufacture products, and the maintenance of required environmental permits and registrations.

Siteimprove Suppliers should minimize their own environmental impact and work to limit their environmental impact on a continuous basis. We believe that no initiative is too big or small. We all have a responsibility to reduce waste, provide greener alternatives, and consider our carbon footprint.

Siteimprove Suppliers should continuously encourage the development and dispersion of environmentally friendly technologies and promote environmental progress.

Human Rights

Siteimprove is committed to supporting the advancement of human rights throughout our business activities and opposes exploitive or inhumane labor practices. Siteimprove Suppliers must support and respect the protection of internationally declared human rights such as those identified in the United Nations Universal Declaration of Human Rights. Moreover, Siteimprove Suppliers shall ensure that they do not contribute to the violation of human rights.

At Siteimprove we strive to make sure that both we and our suppliers work thoroughly on minimum standards of behavior. We expect all our suppliers to comply with international human rights and do not tolerate any exploitive, inhumane labor practices. Siteimprove Suppliers must ensure their practices align with [Siteimprove's Modern Slavery Statement](#).

Siteimprove Suppliers must ensure that their operations respect employee privacy and freedom of expression. Suppliers shall not obstruct, interfere with, or retaliate against, freedom of expression or privacy rights. Siteimprove Suppliers must respect the privacy rights of customers and other stakeholders.

Diversity and Non-Discrimination

Siteimprove is an equal opportunity employer, and we embrace and promote diversity in all forms. Siteimprove suppliers will demonstrate a commitment to measure and improve a workplace culture of diversity and inclusion. Supplier will reflect principles of diversity through inclusive hiring and employment of diverse groups such as women, veterans, minority groups, LGBT+, and disabled individuals.

Siteimprove Suppliers must not discriminate or harass in screening, hiring, or employment on the basis of ethnic or national origin, gender, gender identity or expression, sexual orientation, age, religion, disability, marital status, pregnancy, veteran status, genetic information, national origin, citizenship, union membership, cultural, religious, personal beliefs or any other characteristic protected by law. The Supplier must employ employees on equal terms in relation to pay, benefits, education, promotions, redundancies, retirement, working conditions, and assignment tasks.

Labor Rights

Siteimprove has received several acknowledgments of our great work environment and employee satisfaction. Still, the most important acknowledgment we receive is the one we get from our employees. Ensuring that employees have good and fair working conditions should be indispensable to all organizations, considering the commitment and efforts they put into your organization.

All Siteimprove Suppliers' employees must have employment contracts and work permits, and the terms of employment must as a minimum comply with applicable laws and regulations regarding labor and employment. Employment contracts must be provided in the worker's native language and should contain terms and conditions of employment.

Siteimprove Suppliers must ensure that forced labor or child labor is not used in its own operations, for the products and services provided, or by their partners and suppliers. All work must be conducted on a voluntary basis and not under threat of penalty or sanctions. Workers under the age of 18 shall not perform work that is likely to jeopardize health and safety, including night shifts and overtime. Suppliers may use legitimate apprenticeship programs, such as student internships.

Siteimprove Suppliers must give their employees the freedom to partake in collective bargaining agreements through their respective unions. Discrimination against employee representatives or members of trade unions is not allowed. Suppliers will permit employees to share grievances and communicate with management without fear of retaliation or harassment.

Siteimprove Suppliers commit to provide wages, benefits, and overtime pay that comply with all local laws and regulations including those relating to minimum wages, overtime hours, and other elements of compensation. Overtime must be voluntary and not in excess of any legal limitations unless otherwise regulated in collective bargaining agreements. Additionally, Suppliers must ensure that employees do not work overtime on a regular basis.

Workplace Health and Safety

Siteimprove Suppliers must provide a safe and healthy workplace for their employees, visitors, and any stakeholders working on the Supplier's behalf, or on its premises. At a minimum, the premises must provide free access to drinking water, sanitary facilities, and Siteimprove Suppliers must ensure that working premises are clean, well-lit, and fit for purpose. If Suppliers provide employees with residential facilities, those facilities must be safe, clean, have adequate emergency egresses, heat and ventilation, and access to hot water for bathing.

Siteimprove Suppliers will comply with any applicable health and safety regulations and control employee exposure to hazards. Suppliers will provide employees with necessary personal protective equipment and provide information on risks associated with workplace hazards. Siteimprove Suppliers must implement procedures to manage and report occupational injury and illness.

Siteimprove Suppliers must identify and plan for emergencies. Suppliers must provide emergency readiness information to workers, including the appropriate response procedures, locations of fire detection or suppression equipment, and locations of emergency exits.

Supplier Management

In order to ensure that our Suppliers live up to our Supplier Code of Conduct, we have made CSR compliance a mandatory requirement before we partner up with any vendor. In addition, we always carry out privacy, security, and accessibility assessments before we make a commitment to a new supplier.

As part of our vendor management cycle, Siteimprove conducts rechecks of our vendors. The frequency of such rechecks depends on the impact assessment level we have set for the Supplier. Subject to the results of our internal check, we might ask a supplier to complete a vendor recheck questionnaire. If we discover any non-compliance with this code, we may decide to terminate ongoing contracts with Supplier.

This Supplier Code of Conduct is updated and reapproved annually by our management. This demonstrates our ongoing dedication to the areas covered in this code.

We hope that we together with our Suppliers foster a sustainable operation, which allows us to meet our goals.