



# Amdocs Supplier Code of Conduct

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At Amdocs, we want to harness our industry experience and expertise as well as our passion for innovation to create a truly connected world of empowered individuals and prosperous communities that will enable sustainable development into the future.

As a global company, we uphold high standards of corporate social responsibility with regard to our social and environmental impact, ethical dealings, product quality and human rights. These standards are set by our CEO and Executive Management and trickle down to the company at all levels and geographies

Amdocs Supplier Code of Conduct (the “**Code**”) aims to assure that all our suppliers adhere to and implement the same standards across their business and within their own supply chain.

Compliance with the Code is subject to an audit at the discretion of Amdocs. Failure to comply with the Code may result in discontinuance of current and/or the prevention of future business relationships between Amdocs and the Supplier

## 1. General Requirements

1.1 The Code applies to Amdocs suppliers and their any employee, agent, officers, contractors, subcontractors, or other representative of a company or other entity that provides any goods or services to Amdocs (the “**Supplier**”).

1.2 Supplier shall comply with all applicable state, national, and international laws, rules and regulations relating to ethical and responsible standards of behavior, including without limitation, those dealing with human rights, environmental protection, bribery and corruption. Amdocs expects Supplier to have appropriate and effective policies in place, to ensure compliance with these standards.

## 2. Principles

### 2.1 Ethics

Supplier shall conduct its business in accordance with the highest ethical standards. Supplier must carry out their business honestly and ethically and shall operate with all applicable laws and regulations of prohibited business practices.

### 2.2 Corrupt Practice

Supplier shall comply with all applicable anti- corruption laws and regulations, including but not limited to the US Foreign Corrupt Practices Act (FCPA), the UK Anti-Bribery Act, and other applicable international anti-corruption conventions.

### 2.3 Fraud and money laundering

Supplier shall act in accordance with all applicable international standards and laws on fraud and money laundering.



## 2.4 Nondiscrimination

Supplier will not discriminate against any employee, applicant for employment, independent contractor, or any other person on ground of race, religion, age, nationality, sexual orientation, gender, marital status, political affiliation or disability. Such affirmative action shall include, but not limited to, the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation.

## 2.5 Prevention of Underage Labor

Supplier shall employ only employees who are at least 15 years of age or the applicable minimum legal age for employment, whichever is higher. Supplier shall comply with all applicable child labor laws, including those relating to limitations of hours worked and prohibitions against certain types of work.

## 2.6 Prevention of Involuntary Labor

Supplier shall ensure that all work is voluntary. Supplier shall not use involuntary labor, including prison labor or forced labor.

Supplier shall not withhold employees' original government-issued identifications and travel documents. Supplier shall not impose unreasonable restrictions on movement within the workplace.

## 2.7 Working Hours

Supplier will not exceed prevailing local work hours and will appropriately compensate overtime. Employees should be allowed at least one day off per seven-day week.

## 2.8 Wages and Benefits

Supplier must comply with all applicable wage and hour laws and regulations, including, but not limited to, those relating



## 2.8 Anti-Harassment and Abuse

Supplier shall commit to a workplace free of harassment and abuse. Supplier shall not threaten workers with, or subject them to, harsh or inhumane treatment, including but not limited to, verbal abuse and harassment, mental and physical correction and sexual harassment.

## 2.9 Violence Free

Threats or violence of any kind (including physical violence, intimidation, or coercion) are not tolerated at Amdocs. Weapons are also prohibited while working on Amdocs business, whether for those working onsite, off-site or traveling on behalf of Amdocs.

## 2.10 Freedom of Association

Supplier shall allow employees to associate with others, form or join organizations of their choice, and bargain collectively without inference or harassment. Supplier should strive for effective employee communication as a means of promoting positive employee relations.

## 2.11 Health and Safety

Supplier shall provide their employees with a safe and healthy environment in accordance with international and national standards, laws and regulations (such as OHSAS 18001). Supplier should provide appropriate health and safety information and training to its employees and should minimize the impact of emergency events by implementing business continuity plans and response procedures.

## 2.12 Data Privacy

Supplier must abide by applicable data privacy laws and regulations in relation to the collection, processing, use, and storage of Personal Data. Supplier shall keep any Personal Data strictly confidential and shall share it only with those who have a legal right or legitimate business need to know. "Personal Data" means any data or information that relates to a living individual who can be identified from that data.



## 2.13 Protection of the Environment

Supplier shall certify that all its operations are conducted in an environmentally responsible and sustainable manner. Supplier is expected to conserve natural resources, to avoid the use of hazardous materials and to promote activities that include the concepts of reuse and recycle. Supplier shall obtain and comply with all international and national standards, laws and regulations (such as ISO 9001, 14001).

## 3. Monitoring/Record Keeping

Amdocs will be entitled to monitor and conduct audits of Supplier's compliance with the Code. Supplier shall, at no cost to Amdocs, maintain records sufficient to demonstrate compliance with the Code and to support the accuracy of the information and data provided to Amdocs including Employee deployment related data and invoices issued by Supplier for the services performed (collectively "**Records**"). Supplier will provide to Amdocs, its agent, or authorized representative access to such Records, as reasonably necessary to verify the accuracy of such records upon Amdocs request. Supplier shall fully cooperate and provide Amdocs with all reasonable and necessary access to its computer systems and network used for the provision of services.

## 4. Risk Assessment and Management

Supplier shall develop and maintain a process to identify labor and human rights, health and safety, environmental, business ethics and legal compliance risks associated with its activities, and implement appropriate procedures to control the identified risks.

