



# Supplier Code of Conduct

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# Table of contents

|  |          |
|--|----------|
| <b>1. Why a code of conduct for suppliers? .....</b>       | <b>3</b> |
| <b>2. NEOPOST’s commitments to its suppliers .....</b>     | <b>4</b> |
| Independence .....   | 4        |
| Confidentiality .....                                      | 4        |
| Conflict of interest .....                                 | 4        |
| Equality and transparency .....                            | 4        |
| Risk of mutual dependence .....                            | 4        |
| <b>3. Suppliers’ commitments required by Neopost .....</b> | <b>5</b> |
| <b>Social responsibility .....</b>                         | <b>5</b> |
| Forced labor .....   | 5        |
| Child labor and young workers .....                        | 5        |
| Work hours and compensation .....                          | 5        |
| Health & safety .....                                      | 5        |
| Compliance to the OHSAS 18001 Standard .....               | 5        |
| Equal opportunity and non-discrimination .....             | 6        |
| Harassment and violence .....                              | 6        |
| Freedom of association and collective bargaining .....     | 6        |
| <b>Environmental stewardship .....</b>                     | <b>6</b> |
| Regulatory Compliance .....                                | 6        |
| Compliance to the ISO 14001 Standard .....                 | 6        |
| Emissions and Discharges .....                             | 6        |
| Conservation .....   | 7        |
| Raw Material Ingredient Transparency and Disclosure .....  | 7        |
| <b>Ethical practices .....</b>                             | <b>7</b> |
| Compliance with Applicable Laws .....                      | 7        |
| Fair Dealing .....   | 7        |
| Conflict of interest .....                                 | 7        |
| Anti-corruption .....                                      | 7        |
| Confidentiality .....                                      | 7        |
| Consumer Safety .....                                      | 8        |
| <b>Verification and Continuous Improvement .....</b>       | <b>8</b> |
| <b>Contact Us .....</b>                                    | <b>8</b> |

# 1. Why a code of conduct for suppliers?

Neopost is committed to doing business in a responsible, ethical and sustainable manner. It is important to us that our suppliers are dedicated to these same principles. They play an integral and major role in our business, and their actions are an extension of Neopost’s own actions and reputation.

This Supplier Code of Conduct is designed to communicate the requirements that drive Neopost’s sustainable business strategy. Its content is not new to our organization nor to our suppliers. It is simply a better way to communicate in one document the principles we have in mind for doing business.

We encourage all our suppliers to become familiar with all these principles to help align their actions in ways that benefit us all. We expect from them as well that their own suppliers share the same values and operate having the same principles in mind.

At Neopost, we will do business with suppliers who share our vision and values. Ensuring high standards in all dealings with our suppliers remains an important business goal and part of our internal Code of Conduct.

As is our practice, suppliers who do not follow the principles and expectations set forth in this document will not do business with Neopost. We will work with suppliers to establish proper action plans and timing to conform to any expectation(s) deemed needing improvement.

We look forward to work with you in a way that will enhance the performance of Neopost and its suppliers as we both continue our long-standing commitment to create a better future.

Sincerely yours,



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**Remi RENOUX**  
Director of Purchasing and Industrial Partnerships



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**Daniel SUK**  
Director of Quality

## 2. NEOPOST's commitments to its suppliers

Our suppliers play a key role in the growth and success of Neopost. Also, it is important to recall the commitments we make, through our purchasing teams, to them.

### **Independence**

In some countries and cultures business gifts and entertainment may be seen as suitable for the development of good working relationships with customers and other business partners. In such cases, we reject any gratuity or any gift other than symbolic from our suppliers.

### **Confidentiality**

We protect confidential information entrusted to us by our customers, suppliers and other business partners as carefully as we protect our own information.

### **Conflict of interest**

A conflict of interest may arise when engaging in a situation involving personal interests (or those of your family or relatives) with those of your company. Integrity in business relationships with our partners, suppliers, customers and competitors is an ongoing concern to which we pay particular attention. In this regard, all employees commit to avoid any form of conflict of interest. This applies particularly for managers who have been requested to sign each year the specific disclosure form as requested by the internal control department. In case of doubt about a potential conflict, employees are requested to disclose it to their managers.

### **Equality and transparency**

We treat our suppliers with honesty and respect. We ensure that all suppliers' offers are compared and considered fairly without favoritism by giving the same opportunities to everyone in the vendor selection phase for the construction of the panel as in the assignment of business. We select our suppliers according to predefined and transparent criteria and their ability to satisfy our requirements which include quality, price, capacity, service, reliability, technology, and ethics.

### **Risk of mutual dependence**

We endeavor not to create a situation of mutual dependence in terms of turnover, technology, know-how with its suppliers and sub-contractors.

## 3. Suppliers' commitments required by Neopost

### Social responsibility

#### Forced labor

All workers may join and leave the suppliers employment of their own free will, provided they comply with any advance notice required by local law. Use of slave or indentured labor, requiring monetary deposits in order to work, or retention of identity papers or work permits for profit-making enterprises is not acceptable.

#### Child labor and young workers

All workers must be at least the minimum working age, but not less than 16 years old, regardless of local regulation. Workers exposed to conditions that are hazardous to health and safety must be at least 18 years old.

#### Work hours and compensation

All workers shall be subject to working hours in accordance with applicable laws and regulations. Overtime shall be administered and compensated fairly and in accordance with local laws. All wages and fringe benefits must be defined and meet the legal and industry minimums.

#### Health & safety

Neopost is committed to achieving a work environment that is free from occupational injuries and illnesses. We foster an environment in which all Neopost associates are expected to contribute to safety improvements by clearly understanding their role and obligation to support occupational safety and health objectives, conform to Neopost's standards and comply with applicable safety and health regulations.

.Our suppliers are expected to have a focus on safety and health that is consistent with ours and to comply with all applicable international or local standards, regulations and laws to ensure a safe and healthy workplace for its employees in order to prevent the risk of accidents or occupational diseases.

#### Compliance to the OHSAS 18001 Standard

Neopost has implemented a management system that is based on the OHSAS 18001 principles. All its sites and manufacturing facilities are periodically audited for the system compliance.

We require all our production suppliers to operate in compliance with the OHSAS 18001 standard and our major and strategic suppliers (called partners) to be OHSAS 18001 certified or, at least, to be able to show an action plan to be certified in a reasonable timing.

## **Equal opportunity and non-discrimination**

Neopost will not tolerate any form of discrimination from its suppliers based on personal characteristics such as national origin, gender, color, race, nationality, sexual orientation, age, religion, political opinions, or against qualified individuals with disabilities.

## **Harassment and violence**

Neopost requires its Suppliers to treat all employees with dignity and respect and to protect them from harassment, intimidation and violence in whatever form at the workplace. Workers shall not be subjected to corporal punishment, mental coercion, physical contact, sexual coercion, verbal abuse or the use of gestures, language or graphic materials that are threatening, abusive or exploitive.

## **Freedom of association and collective bargaining**

Neopost requires its Suppliers to respect the rights of employees to freely associate and bargain collectively, or refrain from doing so, in accordance with applicable national laws.

# **Environmental stewardship**

## **Regulatory Compliance**

Suppliers shall comply with the applicable international standards and national regulations and laws regarding the protection of the environment. Neopost requires its Suppliers to undertake initiatives to prevent, assess, mitigate and avoid the risks and impacts of their business activities on the environment. Accordingly, Suppliers shall have an effective and appropriate environmental management policy.

## **Compliance to the ISO 14001 Standard**

Neopost has implemented an environmental management system that is based on the ISO 14001 principles. All its manufacturing facilities are periodically audited for the system compliance.

We require all our production suppliers to operate in compliance with the ISO 14001 standard and our major and strategic suppliers (called partners) to be ISO 14001 certified or, at least, to be able to show an action plan to be certified in a reasonable timing.

An environmental reporting shall be then communicated to Neopost upon demand to show the progress achieved during the considered period of time.

## **Emissions and Discharges**

Suppliers will measure waste water and air discharge into the environment. They shall strive in look for ways to reduce these emissions.

## **Conservation**

Suppliers shall actively work to reduce the consumption of energy, water and other natural resources in order to preserve the Earth in natural resources for future generations.

## **Raw Material Ingredient Transparency and Disclosure**

Suppliers shall have adequate systems in place designed to identify and disclose to Neopost chemicals in their components and parts that are regulated by the governments and/or competent authorities in the region where they are being used are deemed hazardous, toxic or carcinogenic.

In particular, Neopost requires its suppliers to provide all necessary information intending to establish the compliance of Neopost products to ROHS, REACH and the use of conflict minerals regulations and standards.

## **Ethical practices**

### **Compliance with Applicable Laws**

Neopost expects and requires suppliers to fully comply with applicable local, state, federal/national and international laws, rules, regulations, standards or codes.

### **Fair Dealing**

At Neopost, we are committed to fair dealing with our customers and suppliers. We strive to treat our suppliers with honesty, fairness and respect. Neopost's sourcing and purchasing activities will be conducted in accordance with the highest ethical standards and practices, as set forth in our Code of Conduct. We expect the same ethical treatment in return.

### **Conflict of interest**

Neopost associates avoid situations that may give rise to conflicts of interest or the appearance of conflicts of interest. Neopost demands the same of its suppliers.

### **Anti-corruption**

Neopost prohibits payments or acceptance of bribes or kickbacks, or creating the impression or suspicion of such. Neopost also expects the same of its suppliers.

### **Confidentiality**

Confidential information related to supplier relationships will be held in strict confidence and will not be shared with anyone outside the company, unless otherwise mutually agreed with the supplier.

## Consumer Safety

Neopost is committed to ensuring the products it launches in markets worldwide are substantiated as safe and compliant with all applicable regulatory requirements. Neopost products as well as those sourced from third-party manufacturers undergo safety and comprehensive risk assessment, including a review of available scientific and environmental data on product components and parts and special consideration associated with their intended use.

Neopost requires its suppliers to provide us with all information enabling us to protect the safety of our customers as well as the reputation of our brand

## Verification and Continuous Improvement

For all the stated requirements, suppliers must establish mechanisms to ensure compliance within their company. We conduct regular verification to ensure compliance with the rules of the Suppliers' Code of Conduct. They can take the form of documentary requests, but also on-site assessments and audits by Neopost or by a specialized firm authorized by him.

In case of non-compliance in accordance with the procedure in force in Neopost, we require the supplier to implement a corrective action plan that we follow. In case of serious or absence of regularization of non-compliance, we reserve the right to disengage us from the supplier concerned.

## Contact Us

For additional information or guidance on these expectations, including reporting any actions that are inconsistent with the expectations established in this document, please contact your usual contact at Neopost (in the Purchasing Department) or send an e-mail to the following address: [xxx@neopost.com](mailto:xxx@neopost.com)

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