



## IMS Supplier Code of Conduct

This Supplier Code of Conduct outlines the ethical and professional standards suppliers conducting business with IMS are expected to uphold. By adhering to this Code, suppliers ensure their commitment to ethical, fair, sustainable, and socially responsible business practices.

IMS is firmly committed to fostering diversity, equity, and inclusion by respecting fundamental human rights, championing social justice, and upholding human dignity. In all its operations, IMS is committed to ensuring equal rights and opportunities for all individuals, regardless of gender, race, ethnicity, sexual orientation, or any other aspect of identity.

### 1. Compliance with Laws and Regulations

Suppliers must comply with all applicable local, national, and international laws and regulations, including but not limited to labour laws, environmental laws, and anti-corruption regulations as well as the International Labour Organization's Core Conventions.

### 2. Labor Standards

- *Child Labor:* Suppliers must not engage in or support the use of child labour, defined as employment age not being less than the age of completion of compulsory schooling, and in any case, not less than 15 years, or 14 years where the law of the country permits. Supplier shall comply with all relevant child labour laws and standards, including the United Nations Convention on the Rights of Children.
- *Forced Labor:* Suppliers shall not engage in any form of forced, bonded, indentured, or involuntary labour. Employment must be freely chosen, and employees should have the right to leave work or terminate their employment upon reasonable notice.
- *Fair Wages and Working Hours:* Suppliers shall provide wages and benefits that meet or exceed the minimum standards required by law and ensure that working hours comply with national laws.
- *Freedom of Association and Collective Bargaining:* Suppliers shall respect the rights of employees to freely associate, join or form trade unions and engage in collective bargaining, in accordance with local laws.
- *Wages and benefits:* Suppliers must pay employees fair wages that meet or exceed the minimum legal standards and provide all legally mandated benefits. Overtime work must be compensated at the appropriate rate as defined by law.
- *Working hours:* Suppliers must comply with applicable laws on working hours, including overtime, rest periods, and holidays. Working hours should not exceed the maximum set by local law.

### 3. Health and Safety

Suppliers must provide a safe and healthy working environment for all employees, complying with relevant health and safety laws and regulations. This includes proper training, protective equipment, and emergency procedures to prevent accidents and injuries.

#### **4. Environmental Responsibility**

- *Sustainable Practices*: Suppliers shall adopt environmentally sustainable practices in their operations, to the extent possible minimizing their negative impact on the environment.
- *Waste Management*: Suppliers shall manage waste responsibly, ensuring proper disposal and recycling in accordance with local and international regulations.
- *Resource Efficiency*: Suppliers should strive to use resources efficiently, including energy and water, and seek opportunities to reduce their negative environmental footprint.

#### **5. Ethical Business Practices**

- *Anti-Corruption*: Suppliers must not engage in any form of corruption, bribery, extortion, or embezzlement. Any requests or offers of improper payment or advantage must be reported.
- *Fair Competition*: Suppliers shall compete fairly in compliance with all applicable antitrust and competition laws.
- *Confidentiality*: Suppliers must respect the confidentiality of all proprietary and sensitive information and must not use such information for any unauthorized purposes.
- *Conflict of interest*: Supplier must avoid and report of any potential or actual conflict of interest to IMS.

#### **6. Human Rights**

Suppliers must respect and uphold internationally recognized human rights standards as outlined in the Universal Declaration of Human Rights and relevant international labour conventions as defined in other parts of this Code.

Suppliers shall ensure equal opportunities and treatment in employment, without discrimination based on race, colour, sex, gender identity, sexual orientation, age, religion, ethnicity, disability, marital status, or any other characteristic protected by law.

Suppliers must treat all employees with respect and dignity. Harassment, abuse, or exploitation of any kind, including physical, sexual, verbal, or psychological, is strictly prohibited.

#### **7. Sexual Exploitation, Abuse and Harassment (SEAH)**

Sexual exploitation is defined as the abuse of a position of vulnerability, differential power, or trust for sexual purposes. Suppliers should forbid the exchange of money, employment, goods, assistance or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour, regardless of whether such an activity (e.g. prostitution) is legal in the country of work.

Sexual abuse is defined as the actual or threatened physical intrusion of a sexual nature, including inappropriate touching, by force or under unequal or coercive conditions.

Sexual harassment is understood as unwanted non-verbal, verbal or physical conduct of sexual nature.

Suppliers shall commit to a safe workplace and have relevant procedures in place that protect staff members from sexual exploitation, abuse, and harassment (hereafter sexual misconduct). When suppliers become aware of suspicions of or acts sexual misconduct, the supplier shall take swift action to stop further harm from occurring to the survivor/victim. After considering the rights, needs and wishes of the survivor/victim, the case shall either be investigated internally or by an independent third-party, and/or be reported to relevant authorities.

## **8. Diversity, Equity, and Inclusion (DEI)**

Suppliers should actively promote diversity, equity, and inclusion within their organisations and in their interactions with IMS, ensuring fair treatment and opportunities for all individuals regardless of their background.

Suppliers should implement and uphold policies that foster an inclusive environment, free from discrimination and bias, and to demonstrate a commitment to diverse representation across all levels of their workforce.

## **9. Supply Chain Due Diligence**

Suppliers must ensure that their own suppliers and subcontractors adhere to the principles outlined in this Code. This includes:

- *Due Diligence:* Implementing due diligence processes in line with the EU's Corporate Sustainability Due Diligence Directive to identify, prevent, and mitigate adverse impacts on human rights and the environment throughout the supply chain.
- *Risk Management:* Actively managing and addressing risks within the supply chain, ensuring that any potential violations of this Code by suppliers and subcontractors are promptly addressed.

## **10. Monitoring and Compliance**

Suppliers must maintain accurate records to demonstrate compliance with this Code and provide these records to IMS upon request. IMS reserves the right to conduct audits and inspections to ensure compliance.

## **11. Reporting and Whistleblowing**

Suppliers should establish routines and mechanisms that allow for employees to report concerns or violations of this Code without fear of retaliation. Any violations of this Code can be reported through IMS external whistle-blower function: [Report misconduct | IMS \(mediasupport.org\)](https://mediasupport.org)

## **12. Continuous Improvement**

Suppliers are expected to continuously improve their practices to meet and exceed the standards outlined in this Code. This includes staying informed about and adapting to new regulations, industry standards, and best practices.



**Acknowledgment**

I, the undersigned, acknowledge that I have read and understood IMS' Supplier Code of Conduct and agree to adhere to its principles.

Supplier Name: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for your commitment to these standards.