

Xero Supplier Code of Conduct



Beautiful business

At Xero we are passionate about our values of #human, #beautiful, #challenge, #team and #ownership. These five values underpin everything we do - from the way we work, to how we work with others.

This Xero Supplier Code of Conduct supports these values. We view our suppliers as partners and we care about the way they operate when they provide us with goods and services. This Code sets out the minimum standards that we expect our suppliers to follow. The principles and standards in this Code are an important part of Xero's supplier selection and evaluation.

In addition to the standards outlined in this Code, Xero's suppliers must comply with all applicable federal, local, and international laws and regulations that apply to their work wherever they do business. This includes compliance by our suppliers with applicable data protection laws.

Guiding principles

Xero has developed this Code and its five standards in line with the following global principles:

- **The UN Guiding Principles on Business and Human Rights**
- **The Responsible Business Alliance Code of Conduct**
- **The Ten Principles of the UN Global Compact**

Xero's standards

Xero seeks to follow the standards set out below and we expect all Xero suppliers to follow these standards as well.

1. A safe and respectful workplace for everyone (#human)

A worker is an employee, contractor, agency or temporary staff member. All workers should be able to work in a physically and psychologically safe, sanitary and secure environment where their human rights and dignity are respected. We expect our suppliers to:

a) Labour and human rights

- recognise and protect workers' right to collective bargaining
- provide a workplace free of forced, bonded or indentured labour, human trafficking and slavery, and always comply with modern slavery laws
- allow employees to leave work or terminate their employment with reasonable notice
- pay wages and benefits that meet applicable legal standards or industry benchmark standards, whichever is higher

- provide workers with information about all relevant employment conditions before they enter employment and ensure working hours do not exceed the maximum hours per week required by applicable laws
- always comply with laws regarding child labour and only employ workers who are the applicable minimum legal age, as long as the legal age is consistent with the minimum working ages defined by the International Labour Organisation

b) Health and safety

- maintain healthy, safe and secure work environments, and always comply with relevant health and safety laws and regulations
- assign responsibility for health and safety to a senior manager
- minimise occupational hazards, risks, and physical harm to all employees
- provide workers with access to clean drinking water, clean toilet facilities and access to sanitary facilities to prepare, store and consume food

2. Take ownership of our environmental impact (#ownership)

We expect our suppliers to promote environmental sustainability and commit to minimising their environmental impact. This includes:

- complying with laws and regulations relating to pollution and waste
- having a sustainability plan to reduce the supplier's impact on the environment and to achieve resource efficiencies - for example waste management, carbon footprint, water use management, and recycling efforts

3. Ensure everyone is treated with dignity and respect (#team)

We expect our suppliers to provide equal opportunities for all of their workers, and a workplace that's free from discrimination. This means:

- ensuring everyone has access to the same opportunities, regardless of race, religion, sex, ethnicity, sexual orientation, gender identity, pregnancy, political beliefs, disability or age
- having zero tolerance of any form of exploitation or abuse - especially of woman and children
- committing to a workplace that is free from bullying, harassment, victimisation, intimidation and abuse
- upholding the human rights of all workers, and respecting their dignity and diversity
- complying with all laws and legislation in relation to the provision of access for people with disabilities. Where the supplier's products and services are digital this includes demonstrating a commitment and showing reasonable progress towards meeting the latest Web Content Accessibility Guidelines (WCAG)

4. Act authentically and ethically in all business dealings (#beautiful)

Transparency, trust, fairness and integrity are the foundations for all good business dealings. We expect suppliers to:

- be a responsible corporate citizen. For example:
 - positively contribute to their communities
 - pay their own suppliers and vendors promptly
 - comply with applicable sanctions laws
 - pay relevant taxes
- comply with laws and regulations to eliminate corruption, bribery, fraud and prohibited business practices
- demonstrate good ethical practices, operating in a way that's fair and professional
- disclose to Xero any situation that could constitute a conflict of interest
- refrain from using other people's intellectual property without their permission

5. Monitoring compliance to the Code (#challenge)

Suppliers should assess their own compliance with this Code and tell Xero if they do not meet its requirements. If a supplier (or any of its employees) is involved, witnesses or becomes aware of a breach or possible breach of the law or of this Code then they should report it to their contact person at Xero in the first instance. They may also be able to raise a concern under [Xero's Whistleblower Policy](#).

If a supplier breaches this Code or cannot adhere to the requirements set out in it, Xero may review the relationship in line with the related procurement contract.

In addition, suppliers are expected to:

- demonstrate their compliance with this Code and applicable law, if Xero asks for this.
- take reasonable steps to ensure their own suppliers understand the obligations and standards set out in, or equivalent to, this Code