

## Supplier Code of Conduct

This Supplier Code of Conduct sets out Online Home Retail Ltd's (T/A Plumbworld) expectations of all its suppliers. Please review the below information and ensure you comply with it. These are the minimum standards which Online Home Retail expects its suppliers to operate to.

### Governance

As a supplier to Online Home Retail you understand and confirm that you:

Will act with integrity in your dealings with Online Home Retail and comply with the laws and regulations of the applicable countries in which you operate, as well as all international laws, regulations and industry practices related to any business you conduct.

Will have in place and maintain appropriate technical and organisational measures to ensure IT and data security where applicable, to ensure services are delivered with as little disruption as possible and that all appropriate data protection legislation is adhered to, including but not limited to the Data Protection Act 2018 and the General Data Protection Regulation (Regulation (EU) 2016/679).

Support the protection of human rights and will provide a healthy and safe work environment for employees, any party you conduct business with and the communities where you operate.

Will not make public communications on Online Home Retail Ltd's (T/A Plumbworld) behalf including but not limited to marketing materials, press releases, or media interviews that include reference to Online Home Retail or Plumbworld the work you are doing with Online Home Retail, without prior written consent.

Will not act in a way which intentionally or negligently harms the reputation of Online Home Retail Ltd (T/A Plumbworld), this includes good governance such as processes and policies on the usage of social media by your employees.

### Ethical Practices and Social Responsibility

As a supplier to Online Home Retail Ltd (T/A Plumbworld) you understand and confirm that you:

Will promote fair and ethical practices within the workplace, provide safe working conditions within your supply chain, will treat all people with respect and dignity.

Will adopt and have in place measures to ensure you do not support the exploitation of children or adults including but not limited to forced, compulsory labour or human trafficking.

Will act in a manner supporting the prevention and elimination of employment discrimination and harassment of all people, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Will adopt a zero-tolerance approach to any form of corruption or bribery, in line with applicable laws.

Value diversity and inclusivity within your workplace and supply chain by promoting through your processes, policies and supplier engagement.

Take the physical, mental and financial wellbeing of your employees into consideration, as part of your standard business practices.

Will promote environmental sustainability in the strategy of your business, raising awareness and providing training where needed.

Encourage the implementation and use of sustainable initiatives, practices and tools to reduce your consumption of energy, improve recycling and reduce your carbon footprint.