

OpenText Supplier Code of Conduct

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OpenText Supplier Code of Conduct

OpenText is committed to bringing our people, our customers and communities together to turn information into a competitive advantage for society and the planet. In an age of disruption, we see an opportunity to use information for the greater good and aspire to unlock its potential to advance societal goals and accelerate positive change.

Trust is one of our core values. To maintain our company's position as a market leader, it is crucial for us to earn the trust of our customers, employees, investors and the communities in which we operate. Gaining that trust starts with conducting our business in a way that achieves high standards of ethics and integrity.

We are committed to conducting our business ethically, with integrity and in compliance with the letter and spirit of all applicable laws and regulations. Our [Code of Business Conduct and Ethics](#) reflects our commitment to continually improve the integration of the ten principles of the UN Global Compact and outlines our expectations; and all our employees, officers, directors, suppliers, contractors and partners are expected to comply with them.

Purchasing decisions can have a major social and environmental impact. OpenText will undertake procurement activities to promote positive environmental and social impacts in service operations and in the acquisition of products throughout our organization. OpenText therefore holds its Suppliers to the same high standards to which it holds itself. In keeping with this Supplier Code of Conduct (SCoC), Suppliers are expected to behave responsibly, ethically and sustainably.

Compliance with the Supplier Code of Conduct

Suppliers, their employees, personnel, agents, subcontractors (collectively referred to as "Suppliers") must adhere to this Supplier Code of Conduct while conducting business with or on behalf of OpenText. It is OpenText practice to include a provision in Supplier agreements that require the Supplier and all members of their supply chain to act in a manner that is consistent with this SCoC as they provide goods and services to OpenText.

All OpenText Suppliers must conduct their employment practices in full compliance with all applicable laws and regulations and in compliance with OpenText requirements, which may exceed local legal requirements. In all cases in which OpenText requirements are more stringent than local legal requirements, Suppliers are required to meet the more stringent OpenText requirements.

Suppliers must promptly inform their OpenText contact, a member of OpenText management or the contacts provided at the end of this document when any situation develops that causes the Supplier to operate in violation of this Supplier Code of Conduct.

Suppliers that behave in a manner that is unlawful or inconsistent with the SCoC, or any OpenText policy, risk termination of their business relationship with OpenText. OpenText reserves the right to require evidence from Suppliers to demonstrate compliance with this SCoC.



1. Legal & Regulatory Compliance Practices

1.1 Compliance with Laws

OpenText is committed to compliance with all applicable laws, rules and regulations in the jurisdictions where the company conducts business and expects the same commitment from its Suppliers. Some of those laws have been specifically addressed in this SCoC, however, this SCoC is not intended to be an exhaustive list of the laws with which Suppliers must comply.

1.2 Compliance with Trade / Export Control Laws

Trade / Export Control laws prohibit the sale of OpenText products or services into certain countries or to certain nationals identified by the government, and Supplier should have policies and procedures in place that are consistent with applicable trade laws.

1.3 Anti-Trust

Many countries have adopted anti-trust laws intended to protect fair competition by prohibiting activities that result in monopolies or price fixing or otherwise limit competition. It is expected that Suppliers commit to adhering to all applicable anti-trust laws.

1.4 Anti-Corruption/Anti-Bribery

Suppliers are expected to treat their customers, Suppliers, competitors, regulators and all other persons with complete impartiality and according to the law. No payments, gifts, kickbacks or benefits may be offered to any person, including government officials, in an attempt to gain an advantage in any situation or to influence improperly that person's decision or performance of duties. In addition, Suppliers are strictly prohibited from offering money, merchandise, favors, or services (other than as accepted in general business practice and in accordance with the applicable OpenText policy) to any agent or organization in a position to benefit the Supplier or OpenText.

Giving business courtesies to OpenText employees, if permitted at all, should be modest and infrequent. Suppliers should never give anything to gain an improper business advantage. Suppliers should be aware of limits. The value of any courtesy offered by a Supplier to an OpenText employee may not exceed the limits applicable to the employee's business unit and country. OpenText business unit and country limits may prohibit courtesies entirely or set maximum limits at varying amounts. It is the Supplier's responsibility to ask the recipient what the applicable limits are and to not exceed those limits. Suppliers are not allowed to give gifts of any value to any member of OpenText Procurement or its representatives.

Suppliers are not permitted to accept any cash, gift, kickback or benefit that is intended to or could be interpreted as intended to influence the performance of the Supplier's duties. This prohibition extends to members of the Supplier's employees' immediate families.

Supplier shall have the highest standards of integrity and shall uphold these standards in all business interactions. Suppliers shall have a zero-tolerance policy with respect to all forms of bribery, corruption, extortion, money laundering, and/or embezzlement. OpenText requires its Suppliers to have established their own anti-corruption policies consistent with this SCoC and with applicable law. Suppliers must report signs of any personnel, representative or partner performing unethically or engaged in bribery or kickbacks in connection with their dealings with OpenText.



1.5 Government as a Customer

It is illegal to offer a direct or indirect benefit to a government official for the purpose of obtaining, retaining, or directing business. OpenText requires all of its Suppliers to comply with such laws, especially where Supplier is conducting business on behalf of OpenText.

"Government official" refers to all of the following: (i) any employee of a government entity or subdivision, including elected officials; (ii) any private person acting on behalf of a government entity, even if just temporarily; (iii) officers and employees of companies that are owned or controlled by the government; (iv) candidates for political office; (v) political party officials; and (vi) officers, employees and representatives of public international organizations, such as the World Bank and United Nations.

1.6 Confidentiality

Suppliers are required to maintain the confidentiality of non-public information obtained in the course of their duties. This information may belong to OpenText or its partners or customers.

Supplier cannot use the information for their benefit or release it to inappropriate parties. Partners, customers or other third parties may have a non-disclosure agreement with OpenText which subjects their information to additional restrictions and procedures. Before disclosing any information to a third party, Suppliers are responsible for ensuring such disclosure is made in accordance with any such non-disclosure agreement, any Supplier agreement in place between them and OpenText and this SCoC.

Confidential information in any form (for example, records, reports, financial and sales information, internal OpenText objectives, or plans involving OpenText or its customers, Suppliers, or competitors, such as customer names that have not been publicly announced, project details, acquisitions, etc.) shall not be disclosed to an outside party or to an employee of Supplier's organization who does not have authorized access. Use of confidential information for personal gain or to influence business transactions is not permitted.

Confidential information should only be discussed in a secure environment and only amongst employees with authorized access and on a "need to know" basis. Care should be taken while having business discussions in public environments such as on airplanes, elevators, in restaurants and other public venues that are considered insecure.

Supplier's must safeguard confidential documents, laptop computers, and other OpenText property that is required to be taken outside the workplace for legitimate business reasons.

1.7 Subcontractors

Suppliers are to obtain written consent from OpenText prior to engaging a subcontractor to fulfill Supplier's obligations to OpenText in addition to meeting any other obligations contained in any agreement a Supplier may have with OpenText.

1.8 Legal Hold

There may be times when the OpenText Legal Department will require Suppliers to retain documents longer than usual; this is referred to as a "legal hold". Usually, a legal hold is issued regarding legal matters such as litigation. Supplier's receiving a notice of a legal hold will be required to safeguard any and all potentially relevant documentation and data as described in the



legal hold notice. Once notice of a legal hold has been received, it will remain in effect until the OpenText Legal Department issues an express written release of the legal hold.

1.9 Investigations and Disciplinary Action

Suppliers will cooperate fully in any investigation by OpenText into violations of this SCoC.

2. Data Protection & Intellectual Property

2.1 Background Screening

Suppliers must conduct pre-placement background screens that meet OpenText requirements consistent with applicable legal requirements on all Supplier personnel who will perform services or work on projects that (1) require any access to OpenText facilities (whether owned or leased), or (2) require access to OpenText data and resources such as email, network access, cardkey, or other access badges. The purpose of such screens is to ensure that those receiving access to OpenText's facilities, equipment, networks, or systems do not present undue safety or security risks.

Suppliers must certify that they have conducted pre-placement screens consistent with this policy and that any matters disclosed in the background screen that may render the individual unsuitable for placement at Open Text has been reviewed duly assessed by the Supplier in the context of the roles and responsibilities of Supplier personnel.

When Supplier personnel require cardkey access to OpenText facilities, an account on OpenText's email system, and/or any other access to any of OpenText's networks or systems, the Supplier and its personnel assigned to OpenText must sign all applicable agreement(s) or acknowledgements required by OpenText.

2.2 Privacy

Suppliers are expected to follow all applicable privacy and data protection laws. Additionally, Suppliers shall use OpenText-provided information technology and systems (including email) only for authorized OpenText business-related purposes.

All data stored or transmitted on OpenText-owned or leased equipment is property of OpenText. OpenText respects the privacy of its employees and Suppliers and encourages a collaborative work environment. Suppliers should be aware that email, internet use, instant messaging, wikis and all forms of social computing on any OpenText systems are business tools and as such may be monitored and recorded by OpenText to ensure compliance with OpenText's policies and this SCoC, subject to applicable law.

OpenText reserves the right to monitor its facilities and equipment in order to ensure safety, prevent illegal activity, investigate any reports of misconduct, comply with applicable laws, manage information systems, and for other reasonable business purposes. OpenText strictly prohibits Suppliers from using OpenText-provided technology and systems to (1) create, access, store, print, solicit, or send any material that is intimidating, harassing, threatening, abusive, sexually explicit, or otherwise offensive or inappropriate, or (2) send any false, derogatory, or malicious communications. Any solicitation of OpenText employees using information gathered from OpenText-provided technology or systems is prohibited.



2.3 Safeguarding Intellectual Property

Certain Suppliers may be exposed to OpenText's intellectual property (IP). In the event Suppliers are exposed to OpenText IP, the Supplier is responsible for protecting OpenText's IP. OpenText's IP may include, but is not limited to, patents, software code, technical product information, information regarding research and development, confidential market research, customer names, customer lists, pricing information, and trade secrets. A trade secret is information, including formula, pattern, compilation, program, method, technique, or process, that: (i) derives its value from not being known by others, especially competitors and (ii) is the subject of reasonable efforts to maintain its secrecy. OpenText's IP also includes its logos, trademarks and copyrights.

As a software company, OpenText's business rests upon the value of its intellectual property and trade secrets. Therefore, Suppliers should use the utmost care in protecting OpenText's trade secrets and other IP, including treating such information as confidential according to this SCoC. Suppliers must use Open Text IP only for its intended purpose: supporting and conducting company business.

In addition to protecting OpenText's IP, Suppliers are expected to also respect the intellectual property rights of others. This means Suppliers should not use software or other copyright-protected content without a proper license to do so. Suppliers should only use licensed materials in conformity with the terms and conditions of the applicable license agreement.

2.4 Data Protection

Suppliers with access to OpenText data, networks and/or systems for the purposes of providing their services are required to execute and be governed by a separate OpenText Data Protection Addendum and may also need to incorporate specific OpenText Information technology terms and conditions.

Suppliers will not be given ownership of any OpenText data in connection with any goods or services that Supplier provides to OpenText. Supplier shall not have, derive or exercise any rights or benefits regarding OpenText data except on behalf of OpenText within the scope of goods or services being provided by Supplier on behalf of OpenText. Supplier must not sell any OpenText data. Supplier must not collect, retain, share, disclose, or use any OpenText data, including but not limited to any personal information: i) for any purpose other than for the specific purpose of performing services or selling goods to OpenText pursuant to written agreements with OpenText; or ii) outside the direct business relationship between Supplier and OpenText.

Supplier may not make OpenText data accessible to any subcontractors or relocate OpenText data to new locations, except as set forth in written agreements with, or written instructions from OpenText. Supplier must return and permanently delete any OpenText data when OpenText requests it, except to the extent to do so would violate applicable law.

Supplier must keep OpenText data secure from unauthorized access by using best efforts and state-of-the-art technical and organizational safeguards.

2.5 Personally Identifiable Information

OpenText regards the lawful and correct treatment of personal information as critical to the successful and efficient performance of its functions, and to maintaining the confidence of its customers and partners. Many countries have laws protecting personally identifiable information



(PII). PII may include an individual's name, telephone numbers, social security number, email addresses or home address as well as other attributes associated with an individual which may identify the individual with or without other information. Certain PII, including, but not limited to, information about an individual's medical records, financial records, employment history, religious background, political affiliations or sexual orientation may be subject to additional legal protections and safeguards.

All PII should be considered confidential information and should be treated as such according to this SCoC. Suppliers are required to handle, store and dispose of PII in compliance with the relevant laws that apply to the information. To the extent possible, Suppliers should limit their exposure and access to PII of OpenText, its customers and partners. Suppliers should only access PII to the extent necessary to perform their contractual obligations.

OpenText requires its Suppliers to have established their own data protection policies consistent with this SCoC and with applicable law.

2.6 Dealing with Open Text Competitors

Suppliers are prohibited from sharing with OpenText competitors any information that has been learned through relationships with OpenText, including but not limited to pricing and conditions of sale, costs, products and service offerings, market conditions or other confidential information, from which competitors could gain benefit over OpenText or that would violate this SCoC.

3. Ethics & Business Practices

3.1 Books and Records

Open Text expects its Suppliers to have policies and procedures in place to ensure compliance with laws and industry standards for good business practice consistent with this SCoC.

Supplier will provide any assistance necessary to enable OpenText to provide full, fair, accurate, timely, and understandable disclosure in all public communications including the reports and documents that it files with the United States Securities and Exchange Commission and other applicable regulatory bodies.

In conducting its own business and business on behalf of OpenText, Suppliers should never modify records, omit important information or make statements that are intentionally misleading, including but not limited to creating or maintaining undisclosed or unrecorded funds of money or other assets. All OpenText Suppliers are required to maintain accurate, honest records and reports which may include but are not limited to, expense reports, invoices, registering working hours, customer information, product information financial records. In addition to maintaining truthful books and records, Supplier must comply with all anti-money laundering laws and will do business only with Suppliers, consultants and partners that conduct lawful business activities and whose funds are derived from legitimate sources.

3.2 Publicity

OpenText has authorized only specific individuals to make statements on behalf of the company. OpenText must ensure that all public statements adhere to legal requirements and company objectives. Any contact by a member of the media, a securities analyst or investor regarding



OpenText, should immediately be referred to OpenText Public Relations at publicrelations@opentext.com.

OpenText will not knowingly engage with Suppliers that are involved in a business that: a) may damage OpenText's reputation, or b) is inconsistent with the principles of OpenText.

3.3 Conflict of Interest

Conflicts of interest arise when private interest interferes in any way, or even appears to interfere, with ethical and professional obligations. Conflicts can arise when action is taken or where interests may make it difficult to perform duties for Open Text objectively and effectively, or where a Supplier employee's family member receives improper personal benefits as a result of the Supplier's relationship with OpenText.

Suppliers need to avoid activities or relationships that may cause potential conflicts with their relationship with OpenText's or that may reflect negatively on OpenText's image.

3.4 Insider Trading

OpenText expects its Suppliers to have established insider trading policies consistent with this SCoC and with applicable law. There are strict laws prohibiting the buying and selling of securities of a company while being aware of material corporate information relating to that company that has not been disclosed. Trading securities while in possession of material non-public information (i.e., "inside information") is called "insider trading" and is prohibited by law. Severe penalties can be imposed on persons who violate insider trading laws.

3.5 Company Assets

As an OpenText Supplier, certain OpenText assets may be made available for use. OpenText assets include telephones, laptops, copy machines, leased premises, and email accounts. Suppliers must reasonably protect OpenText assets from misuse, damage or theft. OpenText assets and opportunities can only be used for their intended purpose of supporting and conducting business pursuant to the terms of the Supplier's contract with OpenText.

3.6 Sustainability

Open Text expects its Suppliers to have in place policies that promote environmental awareness, conservation and sustainability. OpenText will, to the extent possible, not knowingly engage with Suppliers (including their supply chain) that are likely to cause adverse social and environmental impacts. Open Text will prioritize Suppliers who demonstrate that they have embedded sustainability within their products, their operations and their supply chains.

3.7 Corporate Giving

Being a good corporate citizen and investing in the communities OpenText serves is an important part of the way the company does business. OpenText encourages Suppliers to become active members in their communities through volunteering and giving.



4. Human Rights & Labor Practices

4.1 Compliance with Labor Laws

OpenText requires its Suppliers to have in place policies and procedures to ensure compliance with applicable labor laws including but not limited to laws related to slavery, servitude and forced or compulsory labor, bonded labor, child or otherwise underage labor, anti-human trafficking, wages and benefits, working hours, an employee's right to leave one's employment, freedom of association, and collective bargaining.

Suppliers are to have in place procedures to manage ethical issues within their supply chain, including, but not limited to all labor-related processes to ensure compliance with all the requirements set-out immediately above.

OpenText will not knowingly engage with Suppliers (including their supply chain) who employ minors or otherwise rely on child labor. For the purpose of this SCoC, a minor or child is considered to be a person under the age of eighteen (18) years of age.

4.2 No Discrimination and No Harassment

Supplier is required to comply with all laws and company policies regarding discrimination and harassment and is expected to have established their own internal policies consistent with these laws.

OpenText requires its Suppliers to have policies in place to prevent (i) discrimination against someone based on their race, ancestry, religion, place of origin, color, ethnic origin, citizenship, creed, gender, pregnancy, sexual orientation, age, marital status, family status, mental or physical disability, social conditions, political belief or any other factor unrelated to job requirements and (ii) harassment including but not limited to jokes, slurs, unwelcome touching, assault, threats, unwelcome requests for sexual favors or dates, and derogatory comments, gestures, cartoons, photographs.

Harassment and discrimination are illegal and strictly prohibited when Supplier is performing work for or on behalf of OpenText. Violation of this SCoC could result in immediate termination of the Supplier's contract with OpenText.

OpenText will respect and uphold the rights of people in the supply chain in the following ways:

- To freely choose employment
- No forced, bonded or compulsory prison labor
- Having the choice, without distinction, to elect to join or form trade unions of their own choosing and, where applicable, the right to bargain collectively
- In the case where a trade union is present, union representatives are not to be discriminated against and are to have the ability to perform their respective representative functions in the workplace without reprisal
- Wages that are no less than the legal minimum wage, or meet or exceed the national or local legal standard as applicable
- Standard working hours that are in compliance with national or local industry standards. In the case where there is a difference, the more stringent law shall be applied
- Overtime hours being in accordance with applicable national or local laws. In the case where there is a difference, the more stringent law shall be applied

- Freedom from intimidation or bullying, and a safe and healthy working environment

4.3 Grievances

Suppliers must provide employees with grievance procedures for raising workplace concerns, including concerns involving harassment and discrimination, to the attention of management for appropriate resolution. The grievance procedures provided must be accessible, culturally appropriate, and include the option to report anonymously where appropriate. All forms of retaliation against workers for raising a workplace concern, are strictly prohibited.

4.4 Equal Opportunity Employer

Supplier shall be an equal opportunity employer and seek to provide a working environment that is inclusive of everyone regardless of race, ancestry, religion, place of origin, color, ethnic origin, citizenship, creed, gender, gender identification, veteran status, culture, national origin, pregnancy, sexual orientation, age, marital status, family status, mental or physical disability, social conditions, political belief or any other factor unrelated to job requirements or other basis protected by applicable laws.

4.5 Health and Safety

OpenText Suppliers are to provide a safe and healthy work environment for all employees. OpenText requires its Suppliers to have developed internal policies to ensure a safe working environment and that adhere to applicable laws and industry standards. To the extent Suppliers perform work for OpenText onsite, Suppliers are expected to adhere to OpenText applicable policies.

At a minimum, Suppliers must:

- Comply and implement a process to ensure that their employees comply with all applicable occupational health and safety laws and regulations and mandatory standards, including but not limited to requirements that address occupational safety, emergency preparedness, occupational injury and illness, industrial hygiene, physically demanding work, machine safeguarding, sanitation, food and housing.
- Ensure that workers are provided with ready access to clean toilet facilities, potable water and sanitary food preparation, storage, and eating facilities. Worker dormitories and transportation, if provided, must meet applicable host-country housing and safety standards, and be maintained in a clean and safe manner.
- Establish and implement business continuity plans that address topics, including but not limited to natural disasters, pandemics, workplace incidents, emergencies, and other potential business interruptions.

4.6 Diversity

OpenText is committed to promoting equity, diversity and inclusion within its own organization and therefore is requiring all Suppliers to be committed to nurturing diversity throughout their organizations and across their supply chains. OpenText welcomes diverse vendors and believes diversity contributes to innovation.

Supplier acknowledges that OpenText encourages the participation of women and minorities, and lesbian, gay, bisexual, transgender, disabled, veteran-owned and small businesses as Suppliers and subcontractors in substantive matters to the fullest extent possible. Adherence to this SCoC



is a condition of contracting with OpenText and failure to adhere to the Policy could lead to termination of a Supplier contract with OpenText.

OpenText expects all Suppliers to conduct themselves in a manner consistent with the SCoC and to have in place their own internal policies and practices to promote equity, diversity and inclusion across its organization and supply chain.

OpenText measures equity, diversity and inclusion throughout its supply chain using distinct metrics: Direct spend with Suppliers that are certified as being “Diverse” and Indirect spend with Suppliers that have contractually committed to equity, diversity and inclusion policies and practices.

Diverse suppliers in the United States generally have certified to least one of the following categories:

- 8(A) Program
- Disabled-Owned
- Disadvantaged Business
- Economically
- LGBT Business Enterprise (LGBTBE)
- Minority Owned
- Self-Certified SDB
- Service-Disabled Veteran-Owned
- Small
- Veteran-Owned
- Women-Owned
- Women-Owned Small

All other Suppliers are expected to have in place policies and procedures that promote the participation of certified Diverse Suppliers as well as a committed level of spend across its procurement of goods and services. These Suppliers are expected to spend at minimum percent of their annual OpenText contracted value with diverse suppliers as agreed to per their Supplier agreement. Upon request, Suppliers will report aggregated spending information with diverse suppliers to OpenText, in a mutually agreed upon format.

Upon request, OpenText Suppliers are required to identify the actions, programs or efforts being undertaken to seek to comply with this SCoC regarding the goods and services being performed under their Agreement with OpenText.

4.7 No Substance Abuse

OpenText is committed to providing a safe work environment and to fostering the well-being and health of its employees, as such, OpenText expects its Suppliers to have policies in place to prevent and address issues related to substance abuse.



5. Environmental Protection & Compliance

5.1 Environment

OpenText expects its Suppliers to have in place policies that promote environmental awareness, conservation, and sustainability.

As a part of this commitment, all Open Text Suppliers must, without limitation:

- Comply with all applicable environmental laws and regulations, including but not limited to laws and regulations that regulate hazardous materials, air and water emissions and wastes and laws, regulations, and customer requirements regarding the prohibition or restriction of specific substances in manufacturing or product design.
- Obtain and maintain all required environmental permits, regulatory approvals, and registrations.
- Prevent or eliminate waste of all types, including water discharges and energy losses, by implementing appropriate conservation measures in Supplier facilities through (1) the use of conservation-minded maintenance and production processes, and (2) by implementing strategies to reduce, reuse, and recycle materials (in that order), whenever possible, prior to disposal.
- Suppliers must disclose complete, consistent and accurate scope 1, 2 and 3 greenhouse gas (GHG) emissions data and/or components required to calculate GHG emissions data, via CDP or an alternative method that OpenText will provide. If requested by OpenText, suppliers must provide plans to reduce greenhouse gas (GHG) emissions in alignment with OpenText's requirements. The timing of supplier conformance to this requirement may be determined by OpenText standards and requirements that are set forth in their contract with OpenText.

Questions or Concerns with this Supplier Code of Conduct

All questions, requests for clarification or concerns regarding this SCoC should be directed to the OpenText Supplier Hotline at supplierhotline@opentext.com.

OpenText reserves the right to periodically update this Supplier Code of Conduct.