

# SuperOffice Supplier Code of Conduct

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At SuperOffice, our purpose is clear: to make every customer relationship valuable and effortless. Guided by our Constitution, we aspire to be Europe's most loved CRM – simple to use, powerful where it matters, and built for people. Our mission is to deliver intuitive, AI-driven solutions that empower individuals, teams, and organizations to grow, succeed, and build lasting connections.

Since our founding, we have dared to be different. We believe that true innovation is driven by the needs of our customers, not by technology alone. Our vision is to create growth by connecting people, enabling our users to achieve more through tools that are designed for usability, effectiveness, and tangible business value. We measure our success not only by our achievements, but by the trust and satisfaction of our customers, partners, and employees.

Our Constitution sets out four core values that guide every aspect of our business:

- **Keep it simple:** We design and innovate with simplicity at the heart of everything we do. Our solutions are carefully crafted to meet the needs of today and tomorrow, making it easy for our customers to find, catch, and keep more business.
- **Built on trust:** We build trust one interaction at a time, fostering long-term relationships based on transparency, reliability, and mutual respect. Our commitment to security and compliance is rooted in our European heritage and shines through every part of our operation.
- **People first:** We put people at the center – inside and outside SuperOffice. Technology and AI should empower, not replace. We build strong relationships through personal engagement and deep understanding of our customers' needs, ensuring we deliver what matters most.
- **Dare to be different:** We embrace creativity, boldness, and a unique culture that encourages everyone to stand up for what they believe in. We value humor, personality, and the courage to challenge the status quo.

These values are not just words, they shape our daily actions, our approach to business, and our interactions with everyone we encounter. We believe in openness, diversity, and equality, encouraging every member of our community to contribute positively, voice their ideas, and act with integrity and respect. Our Constitution ensures freedom of speech, curiosity, and a commitment to continuous learning and responsible innovation.

The SuperOffice Code of Conduct is the practical expression of these principles. It sets the standards for ethical, lawful, and sustainable behavior, ensuring that every citizen of SuperOffice acts with honesty, fairness, and responsibility. We monitor our operations for compliance, commit to acting in a socially responsible manner, and strive to exceed expectations in everything we do. Upholding our Code of Conduct means making a commitment to our shared values and to the ongoing success of our company and community.

Thank you for upholding our values and helping us be the best version of ourselves. This Code of Conduct applies to everyone we engage with – employees, suppliers, partners, owners, and customers – and reflects our promise to act responsibly, transparently, and in alignment with our mission, vision, and values.

Best regards,

SuperOffice, and the citizens of Superland.

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## 1. Purpose

We all want to get fair play, that's why we follow and adhere to certain universal, underlying standards of behavior when we do business. It's paramount to treat others and be treated in a just, lawful and ethical way

Therefore, SuperOffice has a set of its own rules and standards that reflect the company's values and commitments.

## 2. What is the SuperOffice Code of Conduct?

The standards outlined in the SuperOffice Code of Conduct are not intended to change or replace any specific contractual requirements, but rather to establish the basic principles for business conduct which SuperOffice expects from its suppliers.

SuperOffice may verify your compliance with this Code of Conduct by performing audits or other assessments of your facilities, records and business processes.

Violation of the Code of Conduct may result in your disqualification as a SuperOffice supplier and the termination of our business relationship.

In case of violations, reports outlining the situation and consequences and corrective actions should be shared with SuperOffice through your business contact or our online whistleblowing channel.

## 3. Suppliers Code of Conduct

At SuperOffice, we are dedicated to fostering a collaborative business environment that prioritizes the well-being of all stakeholders. To uphold these values, we have developed a Supplier Code of Conduct that outlines the principles and expectations we have for our suppliers. This Code of Conduct reflects our commitment to ethical practices, responsible business conduct, and sustainability.

By adhering to this Code of Conduct, which our suppliers commit to, suppliers contribute to our shared vision of creating a healthy and sustainable business environment. SuperOffice expects all its suppliers to:

### 3.1 Diversity and non-discrimination

Comply with the international and the EU privacy and information security laws and regulatory requirements on collecting, storing, processing, transmitting or sharing personal information.

### 3.2 Fair and equal compensation

We expect our suppliers to ensure fair and equal compensation for all employees. This includes paying wages in compliance with legal requirements and on time. Suppliers must uphold the principle of equal pay for equal work, eliminating any form of salary discrimination. It is crucial to provide transparent and equitable compensation structures that align with industry standards and promote fairness.

Suppliers should be prepared to provide evidence of their commitment to equal pay principles. Additionally, suppliers should provide a living wage that covers the basic needs of their employees.

### 3.3 Compliance with laws and regulations

Suppliers must comply with all applicable laws and regulations in the countries and jurisdictions where they operate. This includes local labor laws, health and safety regulations, environmental laws, and any other relevant legal requirements. We expect our suppliers to establish robust processes to identify, monitor, and understand these laws and regulations.

Moreover, suppliers should strive to exceed legal obligations by adhering to relevant international standards, such as those set by the International Labor Organization or the United Nations conventions. Compliance with laws and regulations is a fundamental requirement for ethical and responsible business conduct.

We expect suppliers to have their corporate, social and environmental responsibility statements documented and endorsed by executive management. These should affirm your commitment to the values and topics addressed in this document and to their continuous improvement.

### 3.4 Health and safety

Suppliers must prioritize the health and safety of their employees and the supply chain. This involves implementing comprehensive processes to identify and manage health and safety risks associated with their operations. Suppliers should maintain compliance with relevant health and safety regulations and provide a working environment that is physically, psychologically, and socially safe for employees.

This includes adequate training, safety protocols, protective equipment, and emergency preparedness. Regular assessments and audits should be conducted to identify and address potential risks or hazards. Supplier leadership must demonstrate a strong commitment to the well-being of their workforce.

### 3.5 Protection of human rights

Respecting and protecting human rights is core at SuperOffice, and we expect our suppliers to share this commitment. Suppliers must actively support and uphold the protection of human rights as defined by internationally recognized agencies. This includes conducting regular risk assessments to identify and mitigate human rights impacts within their operations and supply chains.

Suppliers must ensure they are not involved in or complicit in any form of forced labor, modern slavery, child labor, or human trafficking. Furthermore, suppliers must respect the freedom of association and the right to collective bargaining. Employment of workers below the minimum age for work or mandatory schooling is strictly prohibited. Suppliers should provide a work environment free from violence, harassment, or discrimination.

### 3.6 Employee well-being

Suppliers must prioritize the well-being of their employees and create a positive work environment. This includes ensuring that workweeks do not exceed the maximum hours permitted by local laws or applicable collective agreements, except in emergency or extraordinary situations with the employee's consent. Adequate rest periods and breaks should be provided to prevent exhaustion and promote work-life balance.

Suppliers should also provide employees with at least the minimum compensation, benefits, and overtime payments as required by law. Additionally, suppliers are encouraged to promote employee development, provide opportunities for career growth, and foster a culture of respect, inclusion, and professional development.

### 3.7 Privacy and data security

As a software company, SuperOffice places significant importance on privacy and data security. We prioritize safeguarding our customers' privacy and complying with international and regional privacy laws, including the EU General Data Protection Regulation (GDPR). We expect our suppliers to follow relevant legislation and take

necessary measures to protect the privacy and security of all data pertaining to SuperOffice, our customers, and our business partners.

Suppliers must handle data confidentially and ensure appropriate technical and organizational measures are in place to prevent unauthorized access, use, or disclosure of data. In addition, suppliers must recognize when they get access to confidential information about SuperOffice and personal information that belongs to our employees, customers, developers and others, and take appropriate actions to protect it from misuse and improper disclosure.

### **3.8 Environmental management**

SuperOffice is committed to minimizing our environmental impact and promoting sustainability. We expect our suppliers to share this commitment and actively participate in environmental stewardship. Suppliers should identify and mitigate climate change risks and strive to minimize their environmental impacts. This includes:

- Reducing greenhouse gas emissions,
- Minimizing waste generation,
- Conserving natural resources,
- Adopting circular thinking and sustainable practices throughout their operations.

Suppliers should conduct life cycle assessments of their products or services and promote sustainable design, production, and disposal practices. Furthermore, we encourage suppliers to establish sustainable supply chains, transition to renewable energy sources, reduce business travel (especially air travel), and empower consumers and employees to make low-carbon choices.

### **3.9 Confidentiality and intellectual property**

Suppliers must respect and protect the confidentiality and intellectual property rights of SuperOffice, our customers, other suppliers, and individuals. This includes creating and maintaining appropriate processes to ensure regulatory compliance and protect confidential and proprietary information or trade secrets.

Suppliers should handle such information with the utmost care, ensuring it is used solely for authorized purposes as permitted by SuperOffice and in accordance with applicable laws. Any unauthorized use, disclosure, or misappropriation of confidential or proprietary information is strictly prohibited.

### **3.10 Prevention of bribery and corruption**

SuperOffice maintains a zero-tolerance policy towards bribery and corruption in all business activities. Suppliers are expected to conduct reasonable due diligence to prevent and detect bribery and corruption in all business arrangements.

Suppliers must comply with anti-bribery and anti-corruption laws, directives, and regulations in the countries where they operate. This includes refraining from offering, giving, soliciting, or accepting bribes or improper payments.

Suppliers should implement internal controls and procedures to ensure compliance with these laws and actively promote a culture of integrity and transparency within their organizations.

## 4. Conclusion

By adhering to this Supplier Code of Conduct, suppliers demonstrate their commitment to ethical practices, responsible business conduct, and sustainability.

SuperOffice appreciates the dedication of our suppliers in upholding these principles and expects continuous compliance and improvement in all aspects of ethical conduct.

Together, we can create a healthy and sustainable business environment that benefits all stakeholders.



## Contact information

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