



The Code of Conduct of a SuperOffice Supplier



We all want to get a fair play 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.

That's why SuperOffice has also a set of its own rules and standards that reflect the company's values and commitments.

Our CEO, Gisle Jentoft is very clear when it comes to defining the company's core

“ Doing things right is one of our most important values at SuperOffice. Not only does it mean that we provide a product that is well made, fairly priced and of exceptional quality, but it also means that our every step in making our products is taken with ethics and integrity in mind. Working at SuperOffice means making a commitment to uphold our company values and following our Code of Conduct.

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.

Here is a list business conduct standards that SuperOffice expects its suppliers to observe. SuperOffice expects all its suppliers to:

1. Meet all applicable laws and regulations, and go beyond legal compliance by committing to meet relevant international standards, such as the International Labor Organization or the UN conventions.
2. Conduct their own business in accordance with the highest ethical norms, and request the same standards of your entire partner chain.
3. Demonstrate a zero tolerance policy for all forms of corruption and bribery, with all of your business dealings being transparently performed and accurately reflected in your records.
4. Work only with business partners who observe the same high standards of business ethics and legality.
5. Not offer, give, receive, or solicit any bribes or other means to obtain any improper benefit or advantage. Do not allow others to make improper payments for your benefit.
6. Truthfully and accurately disclose information regarding your business activities, structure, financial situation and performance, in accordance with applicable laws, regulations and prevailing industry practices.
7. Respect intellectual property rights at all times. Any transfer of technology and know-how should be carried out in a manner that protects intellectual property rights.
8. Understand and comply with all applicable fair business, advertising and competition laws, including fair trade and antitrust laws.
9. Create a safe environment for employees to comfortably raise concerns, with adequate “whistleblowing”, reporting channels and feedback processes in place, that are designed to ensure confidentiality and protection of employees and suppliers.

10. Not disclose any personal or business-related information between you and SuperOffice, as well as any information on SuperOffice employees or their families.
11. Commit to protecting the reasonable privacy expectations of personal information of everyone you do business with, including your suppliers, customers, consumers and employees.
12. Comply with the international and the EU privacy and information security laws and regulatory requirements on collecting, storing, processing, transmitting or sharing personal information.
13. Ensure that human resources are managed in accordance with internationally recognized principles of corporate responsibility.
14. Do not use child labor.
15. Ensure that your personnel's workweeks do not exceed the maximum working hours, as defined by local laws or applicable collective agreements (except in emergency or extraordinary situations with the consent of the employee).
16. Ensure that your employees receive at least the minimum compensation, benefits and overtime payments as required by law.
17. Treat all employees with respect and dignity, and ensure that they are protected from physical, sexual, verbal or other forms of abuse, coercion or harassment.
18. Not discriminate in your employment or hiring practices, including discrimination on race, color, age, gender, gender identity or expression, sexual orientation, ethnicity, disability, pregnancy, religion, political affiliation, union membership, marital status, or any status or characteristic which does not relate to any individual's qualifications or the inherent requirements for a job.
19. Recognize your employees' rights to join or refuse to join labor unions or associations and to bargain collectively as permitted by law.
20. Provide your employees with a safe and healthy working environment in compliance with all related laws and regulations.
21. Have effective safety programs covering such areas as human safety, emergency preparedness, chemical, physical and biological agent exposure, ergonomics, which includes incident reporting and investigation.
22. Minimize the negative impacts that your business operations may have on community, environment and natural resources throughout your supply chain.
23. Obtain, maintain and keep current all applicable environmental permits, approvals and registrations, and follow relevant operational and reporting requirements.
24. Ensure that you identify the environmental impacts of your operations, products and/or services.
25. Investigate possible ways to improve energy efficiency and reduce greenhouse gas emissions and water consumption, as well as ways to minimize waste generation and promote reuse and recycling.

26. Adhere to all applicable laws, regulations and any additional environmental requirements set forth by your agreement with SuperOffice.
27. Recognize when you 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.
28. Have your 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.
29. Identify who in your company is responsible for ensuring implementation of your management systems and associated programs.
30. Have adequate process in place for identifying, monitoring and understanding applicable laws, regulations and SuperOffice's requirements, including the requirements of this Code of Conduct.
31. Have adequate processes in place for identifying risks, such as the environmental, health and safety, labor and human rights, ethics and legal compliance, associated with your operations and have appropriate procedural and controls in place to manage such risks and ensure regulatory compliance.
32. Define and implement processes to ensure that clear and accurate information about your policies, expectations and performance, including the requirements outlined in this document, is communicated to your employees, suppliers and customers.
33. Periodically evaluate your conformity to the standards set forth in this document and maintain open discussions with SuperOffice in order to maintain continuous improvement, and correct any deficiencies in a timely fashion.
34. Ensure that you and your suppliers have adequate process for the creation and maintenance of documents and records designed to ensure regulatory compliance and conformity to this document along with appropriate confidentiality to protect privacy.

Please call us on
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Or you can email
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Simple

Driven by a passion for customer relationship management, SuperOffice is one of Europe's leading suppliers of CRM solutions to the business to business market. Our software supports the individual user in achieving stronger sales, marketing and customer service productivity.