

# Supplier Code of Conduct

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## 1.0 INTRODUCTION

At Tabreed, we aim to ensure everything we do has a long-lasting and positive impact on society. This Supplier Code of Conduct (the “Code”) is intended to promote ethical business and professional conduct and compliance with applicable laws and regulations.

In selecting suppliers, Tabreed works hard to choose reputable business partners who are committed to ethical standards and business practices compatible with those of Tabreed. In addition, we encourage suppliers to go beyond legal compliance, drawing upon internationally recognized standards, in order to advance in social and environmental responsibility, and business ethics. Suppliers are also expected to cascade these principles through their own supply chain. We strongly believe that implementing the Code will create value for all parties and is a vital step to establishing a sustainable relationship with our suppliers wherever we operate.

## 2.0 COMPLIANCE WITH LAW & TABREED TERMS & CONDITIONS (T&Cs)

Suppliers shall comply with all applicable laws and regulations of the countries in which operations are managed or services are provided. If Tabreed’s policies are in direct conflict with applicable local laws, then the local law shall prevail. Likewise, the rights of a supplier and Tabreed’s rights as a customer are governed by the T&Cs stipulated in the contractual agreement(s) and this Code is not intended to modify said T&Cs. For further details, please refer to Tabreed's T&Cs accessible on Tabreed [website](#).

## 3.0 HEALTH AND SAFETY

Tabreed maintains a fully accredited Health, Safety, Environment and Quality (HSEQ) management system, and suppliers are required to comply with all applicable requirements. The safety of the employees and suppliers is Tabreed’s highest priority. Suppliers should protect the health, safety, and the welfare of their employees, suppliers, visitors and others who may be affected by their activities.

## 4.0 QUALITY MANAGEMENT

As part of its operational excellence, Tabreed is fully committed to maintaining customer satisfaction by delivering high quality products and services. Suppliers must contribute by continually improving their performance, supplies and services in a cost-effective manner to support Tabreed’s commitment to ISO standard requirements. We also recommend that suppliers develop, implement and maintain a Quality Management System based on the ISO9001:2015 standard.

## 5.0 ENVIRONMENTAL AND SUSTAINABILITY

Tabreed is committed to preserving the environment, demonstrating continual improvement in its environmental performance, and following industry practices to do so. We expect from our business partners responsible sourcing and use of natural resources. We further recommend that the suppliers develop and implement a standalone or fully integrated environmental management system based on the ISO 14001 standard.

## **6.0 LABOR AND HUMAN RIGHTS**

Suppliers are expected to treat people with respect and dignity, encourage diversity, remain receptive to diverse opinions, promote equal opportunity for all, and foster an inclusive and ethical culture.

## **7.0 ETHICAL BUSINESS CONDUCT**

Tabreed expects suppliers to conduct business in accordance with the highest ethical standards, including adherence to the following:

### **7.1 Business Integrity**

Suppliers must comply with the anti-corruption laws, directives and regulations that govern operations in the countries in which they do business. Suppliers are required to refrain from offering or making any improper payments of money or anything of value to government officials, or other persons. Suppliers are expected to exert reasonable due diligence to prevent and detect corruption in all business arrangements.

### **7.2 Criminal and Civil Claims**

Suppliers shall inform Tabreed of any recent, current, or pending criminal investigations or charges and any recent, current, or pending civil litigation against it or any of its employees.

### **7.3 Company Records and Disclosures**

Accurate records and disclosures are critical to Tabreed meeting its legal, financial, regulatory and management obligations. Suppliers shall ensure that facts are never misstated, or material information omitted to Tabreed, and that all records, disclosures, and communications to Tabreed are full, fair, accurate and timely.

### **7.4 Confidential Information**

Suppliers must protect the confidential and proprietary information of others, including personal information, from unauthorized access, destruction, use, modification, and disclosure, through appropriate physical and electronic security procedures. Suppliers must comply with applicable data privacy laws. Information should not be used for any purpose (e.g. advertisement, publicity, and the like) other than the business purpose for which it was provided, unless there is prior authorization from the owner of the information. Suppliers must not discuss internal or material non-public business information, such as prices, discounts, pricing policy, profits, market share, production levels, customers, or sales territories with a competitor, particularly concerning work performed for Tabreed.

### **7.5 Responsible Procurement**

Suppliers should exercise due diligence to ensure that products and services procured are from ethical sources and that sub-suppliers are aware of and comply with this Conduct.

## **8.0 CONFLICT OF INTEREST**

A conflict of interest occurs when private interests interfere, or appear to interfere, with the best interest of Tabreed. Suppliers should avoid any interaction with any Tabreed employee that may conflict or appear to conflict with that employee acting in the best interests of Tabreed. If a supplier is in doubt about whether a situation is considered a conflict of interest, then they have an obligation to raise the matter to the leadership of Tabreed's Supply Management (SM) Department to clarify any doubt and ensure transparency.

## **9.0 ENGAGEMENT WITH EXTERNAL PARTIES**

Suppliers shall neither disclose their contractual relationship with Tabreed nor the scope of a contract to third parties unless written consent is provided by the SM Department. We expect our suppliers to notify Tabreed SM if they receive any regulatory requests, media inquiries, or other third-party request regarding Tabreed.

## **10.0 GENERAL ADMINISTRATION**

### **10.1 Tabreed Assets**

Tabreed is committed to being a sustainable and reputable business. Our physical and intangible assets are key to achieving this. Tabreed assets such as computers, telephones and mobile phones, fax machines, copy machines, conference rooms, vehicles, equipment, tools and similar assets are for Tabreed's use only, unless explicit permission to use them has been secured in advance from Tabreed.

### **10.2 Records Retention**

Suppliers must ensure the retention of records for requisite periods, and that such records are subject to timely destruction when the specified retention period expires.

### **10.3 Supplier Performance Evaluation**

Tabreed reserves the right to conduct unplanned supplier performance evaluation at any time should it observe irregularity in delivery or execution, non-performance and/or non-compliance to HSEQ requirements.

### **10.4 Execution of Works**

Under no circumstance must a supplier mobilize resources, deliver or pre-order goods without a formal and approved Purchase Order or Notice to Proceed document from Tabreed. Suppliers will be solely responsible for any cost associated with such mobilizations and pre-orders. To ensure compliance with our policies, exceptions can only be granted in cases of emergencies. Should you receive an emergency order via email, kindly ensure that the email explicitly highlights the urgent nature of the situation.

## 10.5 Communicating with Stakeholders in Tabreed

All initial inquiries on registration must be issued to [supplierrelations@tabreed.ae](mailto:supplierrelations@tabreed.ae). Once suppliers are invited by Tabreed to bid for goods or services, suppliers will be advised on focal points for technical and commercial queries.

## 10.6 Raising Concerns

Suppliers who suspect, know or are concerned that this Code is being breached by any person must immediately inform Tabreed's Compliance Office, by sending an e-mail to [compliance@tabreed.ae](mailto:compliance@tabreed.ae). A supplier's relationship with Tabreed will not be affected by an honest report of potential misconduct. Suppliers may not retaliate against any person (including their own employees) who raise concerns.

## 10.7 Supplier Grievances

A supplier grievance refers to a formal complaint or concern raised by a supplier regarding any aspect of their business interactions with Tabreed. This could include issues related to contracts, payment terms, product quality, communication, delivery schedules, or any other aspect of the business relationship. Supplier grievances are typically addressed through a structured process to ensure that the concerns are heard, evaluated, and resolved in a fair and efficient manner. Any supplier grievances shall be communicated to [smexcellence@tabreed.ae](mailto:smexcellence@tabreed.ae).

## 10.8 Compliance with Code

Tabreed expects its suppliers to comply with this Code and take necessary steps to ensure that the Code is shared with all individuals assigned to perform work for or on behalf of Tabreed. In the event that the expectations of this Code are not met, the business relationship may be reviewed, and corrective action pursued, such as disqualification for registered suppliers or blacklisting of prospective suppliers.