

EXTERNAL PROVIDER CODE OF CONDUCT**▶ Introduction**

HBL's activities are determined in a domestic & global way by its Values & Vision which consist of core elements like Valuable partnerships, Respect for people and Fairness to all.

HBL believes that these values imply a responsibility to involve our External providers in our efforts to improve social and working conditions, safety, health and environmental performance in our own company as well as in our supply chains.

HBL therefore expects External providers/contractors to express their preparedness and intent, also on behalf of their subsidiaries, to comply with this code and to ask their external providers to comply as well.

▶ Valuable Partnership

- Regulations - External provider should operate in full compliance with international, national and local laws and regulations applicable to their business operations, and obtain all necessary permits. Local industry standards should prevail when more stringent than the local legal requirements.
- Free trade – External Provider shall reject any restriction to free trade other than duly enacted national and international laws.
- Management systems - External provide shall use a proactive approach in establishing and maintaining standards of safety, health, environmental and occupational health management, and sustainable development, including.
- Collection and evaluation of adequate and timely information regarding the environmental, health, and safety impacts of his activities.
- Establishment of measurable objectives and where appropriate, targets for improved Environmental performance, including periodically reviewing the continuing relevance of these objectives.
- Regular monitoring and verification of progress toward environmental, health, and safety objectives or targets.

▶ Respect for people

- Wages - External provider will pursue a fair and competitive remuneration policy.
- Freely chosen employment - External provider shall not make use of forced or bonded labor.
- Child labor - External provider shall not employ children in violation of conventions 138 and 182 of the International Labor Organization and Indian Labor law.
- Discrimination – External provider shall not discriminate in any manner on the basis of race, ethnic background, age, religion, gender, sexual orientation or disability.

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- Freedom of association - External provider shall respect the right of his employees to be represented by trade unions and other trade representatives of employees, and engage in constructive negotiations with such representatives with a view to reaching agreements on employment conditions.
- Safety, health and environment training - External provider's employees shall receive regular and recorded safety and health training, including the handling of hazardous materials and the prevention of environmental accidents, and such training shall be repeated for new or reassigned workers.

▶ **Fairness to all**

- External providers fairness - External provider fairness in developing long term relations between customer and Their External provider. External provider should have to maintain consistence performance throughout his each supply to customer.
- Supplies quality - The outcome of the supplies quality shall be increased by ensuring the appropriate systems utilisation. Supplies quality - The outcome of the supplies quality shall be increase in On time delivery is the one of the key factor to assess the External provider performance.
- External provider shall have fairness to accept the applicable terms and conditions agreed by him mentioned in order or contract.
- Emergency response - External provider shall do all that is reasonable and practicable to implement an emergency response program that addresses the most likely anticipated emergencies like terrorism, crime, business threats, natural disasters and major accident exposures.

▶ **Business Ethics**

- Refrain from any and all forms of extortion & bribery.
- Adhere to anti-trust and other competition laws not participating in price fixing or bid-rigging.
- Disclose to HBL available information about conflict of interest including disclosure any financial interest of HBL employee in any of the External provider's business
- The External provider will protect all confidential information provided by HBL and its respective business partners.
- HBL expects the External provider to obtain confirmation from each of their External providers providing goods - services directly or indirectly to HBL that the External provider acts in compliance with this HBL code of External provider conduct

External provider Signature :