

As used in this Supplier Code of Conduct, “PLDT Group” refers to PLDT Inc. (“PLDT”), SMART Communications, Inc. (“SMART”), ePLDT, Inc. (“ePLDT”), PLDT Global Corporation (“PGC”), and other subsidiaries and affiliates. “Supplier” refers to existing or potential contractors, product and service providers, collection and/or sales agencies, among others, including their representatives and agents that do business with the PLDT Group.

## ENVIRONMENT

*We recognize the impact that business operations have on the environment.*

Our suppliers shall actively and deliberately manage their environmental impact, including implementation of measures to reduce their carbon footprint and greenhouse gas emission, prevent pollution and preserve natural resources through the promotion of efficient use of energy and water resources, proper waste management and recycling, and compliance with environmental laws and regulations.

## HUMAN RIGHTS

*We are cognizant of the intrinsic value of every human person.*

Our suppliers shall treat all persons with dignity and respect, promote diversity in the workplace, and ensure a healthy, safe and inclusive work environment. Our suppliers shall uphold fair wage and just working conditions and comply with all applicable labor laws and standards, including regulations that prohibit forced labor, sexual harassment, discrimination, and child labor.

## DATA PRIVACY & CYBER SECURITY

*We keep the data of our subscribers and stakeholders safe.*

Our suppliers shall uphold data privacy laws and regulations and shall properly secure business and stakeholders’ data against unauthorized access and use.

## RESPONSIBLE BUSINESS OPERATIONS

*We do business responsibly.*

Our suppliers shall ensure compliance with all laws and regulations that apply to their business operations, including the prohibition of bribery, corruption and anti-competitive behavior. Our suppliers shall provide quality products and services that are sourced and produced responsibly, offered at fair and transparent prices, and shall abide by their corresponding terms of agreement.

## BUSINESS ETHICS

*We are committed to the highest standards of business ethics.*

Our suppliers shall uphold the principles of integrity, accountability, fairness, and transparency in all their business dealings. Suppliers shall align their business practices with recognized global best practices, including the PLDT Group’s Policies on Conflict of Interest, Gifts, Entertainment and Sponsored Travel, among others.

## **CONCERNS AND VIOLATIONS**

*We value our suppliers, service providers and other stakeholders.*

Our suppliers, service providers, and external stakeholders must promptly report any concerns related to human rights, child rights, and labor, as well as potential violations to this Supplier Code of Conduct through the following channels:

### *SUPPLIER MANAGEMENT*

*pldtgroupsupplierqualification@pldt.com.ph*

### *CORPORATE GOVERNANCE OFFICE*

*PLDT: CGOHotline@pldt.com.ph*

*SMART: CorporateGovernance@smart.com.ph*

*ePLDT: epldtcorpgov@epldt.com*

*PGC: cg@pldtglobal.com*

All concerns and violations shall follow due process and applicable Company policies and procedures on grievance handling, investigation, and resolution.

This PLDT Group Supplier Code of Conduct is in accordance with the Procurement Policy, which was approved by the President and took effect on April 8, 2016.