

## **Pitney Bowes Inc. Supplier Code of Conduct**

### Introduction:

Pitney Bowes is committed to the highest standards of product quality and business integrity in its dealings with Suppliers and ensuring that working conditions in our supply chain are safe, that workers are treated with respect and dignity, and that manufacturing processes are environmentally and socially responsible.

To ensure our relationships with Suppliers meet and support these expectations, Pitney Bowes has developed a Supplier Code of Conduct. Accordingly, we require each of our Suppliers to acknowledge and support our Code and seek to conform to its standards and provisions documented in detail below.

Furthermore, we expect our suppliers to apply these to their extended sources of supply engaged in the production of goods and services for Pitney Bowes. Failure on the supplier's part to comply with the standards and provisions set forth in our Code may impact business relationships with Pitney Bowes.

Amy Krahn  
Vice President Global Supply Chain and Finance

# Pitney Bowes Inc. Supplier Code of Conduct

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## **Pitney Bowes Inc. Supplier Code of Conduct**

*Pitney Bowes has always set high standards for conducting business in a socially and environmentally responsible manner, with sound business ethics, and in compliance with all applicable laws and regulations. In turn, we expect the same commitment from our suppliers.*

*This is why we have established the Pitney Bowes Inc. (PBI) Supplier Code of Conduct. These principles speak to the commitments we make to our customers, our commitment to compliance with law, and our legacy of innovation and relationships built on trust and personal responsibility. We will consider these principles in our selection of suppliers and will actively monitor their compliance. In turn, it is expected that our Suppliers will apply these standards to the suppliers they work with in the delivery of goods and services for PBI.*

### **Forced Labor**

PBI Suppliers will not use forced or involuntary labor of any type (e.g., forced, bonded, indentured or involuntary prison labor). PBI Suppliers will not use child labor. The term “child” refers to any person employed under the minimum age for employment in the country where work is performed. We support the use of legitimate workplace apprenticeship programs which comply with all applicable laws and regulations.

### **Wages and Working Hours**

PBI Suppliers will, at a minimum, comply with all applicable wage and hour laws and regulations, including those relating to minimum wages, overtime hours, piece rates and other elements of compensation, and provide legally mandated benefits. Workers should not be required to work more than 60 hours per week, including overtime, except in extraordinary business circumstances with their consent. Employees should be allowed at least one day off during a seven-day week.

### **Nondiscrimination**

PBI Suppliers will not discriminate in hiring and employment practices on grounds of race, religion, age, nationality, social or ethnic origin, sexual orientation, gender, gender identity or expression, marital status, pregnancy, political affiliation, or disability, subject to local law.

### **Respect and Dignity**

PBI Suppliers will treat all employees with respect and will not use corporal punishment, threats of violence or other forms of physical coercion or harassment. Supplier should have a policy that prohibits inappropriate conduct and a process for employees to report such conduct for Supplier’s investigation and resolution.

### **Non-Compliance Reporting**

**Violations of this Code of Conduct should be reported to 1-888-407-3485 (PBI’s confidential Ethics HelpLine).**

### **Health and Safety**

PBI Suppliers will provide their employees with a safe and healthy workplace in compliance with all applicable laws, regulations and sound industry practice. Consistent with these obligations, PBI Suppliers must have and implement effective programs that encompass life safety, incident investigation, chemical safety, ergonomics, and other relevant protective elements.

### **Protection of the Environment**

PBI Suppliers will operate in a manner that is protective of the environment. At a minimum, Suppliers must comply with all applicable environmental laws, regulations and sound industry practice, such as requirements regarding chemical and waste management and disposal, recycling, industrial wastewater treatment and discharge, air emissions controls, environmental permits and environmental reporting. Suppliers must also comply with any additional environmental requirements as called for in Pitney Bowes’ design and product specifications, and contract documents.

### **Legal and Ethical Dealings**

PBI Suppliers will comply with all applicable laws and regulations in all locations where they conduct business, especially with respect to strict compliance with all laws and regulations on bribery, corruption and prohibited business practices. PBI expects suppliers to conduct their business in accordance with the highest ethical standards.

### **Product Compliance**

PBI Suppliers will manufacture our parts and products in a manner such that adverse or potentially adverse impacts on people, communities, and the environment will be minimized and eliminated. This includes meeting Environmental Compliance regulatory requirements such as REACH, RoHS and WEEE, investigating the origins of “3TG metals” covered under the Dodd-Frank Act, and providing requested environmental product data.

## Pitney Bowes Inc. Supplier Code of Conduct

### Code 1 **Forced Labor**

PBI Suppliers will not use forced or involuntary labor of any type (e.g., forced, bonded, indentured or involuntary prison labor). PBI Suppliers will not use child labor. The term “child” refers to any person employed under the minimum age for employment in the country where work is performed. We support the use of legitimate workplace apprenticeship programs which comply with all applicable laws and regulations.

#### Critical Benchmarks

PBI Supplier Code of Conduct bans forced or illegal child labor in any form by suppliers. All employment must be voluntary and legal. Suppliers must comply with all applicable child labor laws, including those relating to minimum age limits, limitations of hours worked, and prohibitions against certain types of work.

#### *Forced or prison labor*

Forced or prison laborers are prohibited from employment if they are constrained to work as a requirement of the sentence and without compensation. Forced or prison labor occurs most often where the supplier is using a government or military-controlled agency to provide or arrange for the hiring of workers.

#### *Indentured and bonded labor*

Indentured labor refers to employees who are forced, physically or by intimidation, to perform work against the employee’s will. Bonded labor refers to situations where employees work to pay a debt, which may have been created by another person.

#### *Child labor*

- Many countries restrict the number of hours persons between ages 13 and 18 can work. Young workers may also be barred from performing certain types of work, such as hazardous work, night work or overtime work
- Apprentice programs are regulated by law in most countries, with specific limits on number of hours worked, duration of training period, number of times the same worker can be classified as a trainee, and requirements for post-apprenticeship hiring

#### Examples of Actual or Potential Noncompliance

- Any type of forced, prison, indentured, or bonded labor
- Unreasonable restrictions placed on basic liberties – (bathroom, drinking water, use of medical facilities, etc.)
- Withholding government issued identification, passports or work permits without employee consent
- Use of workers below the legal age of employment
- Incomplete or missing age documentation records verifying the age of all employees when workers appear to be of unlawful age within the facility

#### Examples of Good Management Practices

- Supplier’s hiring practices, and those of any labor recruiters, prohibit forced or bonded labor. Supplier actively verifies compliance
- Supplier establishes a written set of instructions for all subcontractors and labor recruiters that prohibit forced labor and supplier requires certification of compliance
- Government-issued identification, passports or work permits are not withheld from the employee.
- Supplier verifies the age of each worker prior to employment
- Supplier ensures that young workers are only employed within the legally specified number of hours
- Supplier has a clear program for hiring, training, and promoting apprentices

## Pitney Bowes Inc. Supplier Code of Conduct

### Code 2 Wages and Working Hours

PBI Suppliers will, at a minimum, comply with all applicable wage and hour laws and regulations, including those relating to minimum wages, overtime hours, piece rates and other elements of compensation, and provide legally mandated benefits. Workers should not be required to work more than 60 hours per week, including overtime, except in extraordinary business circumstances with their consent. Employees should be allowed at least one day off during a seven-day week.

#### Critical Benchmarks

- All employees are paid the legal minimum wage applicable in the country of operation
- Workers must be compensated for overtime hours at the legally mandated premium rates, or where such rates do not exist, payment for overtime hours must be at least equal to the regular hourly wage
- Employees should receive all statutory benefits mandated by law, including but not limited to pension benefits, annual leave, and holidays. (**Note:** Unless specified otherwise by local legal requirements, this provision may not apply to exempt employees, including those in executive, managerial, or professional positions)
- Establish a weekly work schedule compliant with local legal limits on regular working hours
- Provide workers with advance notice that overtime hours may be necessary. (**Note:** Unless specified otherwise by local legal requirements, this provision may not apply to exempt employees, including those in executive, managerial, or professional positions)

#### Examples of Actual or Potential Noncompliance

- Lack of compliance with minimum wage and overtime guidelines
- Incorrect pay records
- Miscalculation of wages
- Miscalculation of benefits

#### Examples of Actual or Potential Noncompliance (continued)

- Improper or unauthorized wage deductions
- Compensation not paid directly to workers, except as required by law or by voluntary employee authorization
- Nonpayment or late payment of wages.
- Failure to provide employer/employee mandated benefits
- Failure to pay mandated compensation withholdings to the appropriate government agency
- No payroll receipts provided to workers
- Missing, incorrect, or no time records.
- Non-payment for actual time worked (work done off the clock)
- Not providing mandated rest day(s), holiday(s), and vacations day(s)
- Denial of mandated meal and rest breaks

#### Examples of Good Management Practices

- Employees are provided payroll receipts that clearly indicate compensation, including overtime hours and overtime compensation levels
- Workers are educated on wage/pay practices
- Workers are encouraged through surveys to suggest changes/improvements in benefits
- Supplier maintains and applies systems to pay workers for overtime in accordance with applicable law
- Supplier has a process for identifying capacity restraints, to minimize overtime hours

## Pitney Bowes Inc. Supplier Code of Conduct

### Code 3 Nondiscrimination

*PBI Suppliers will not discriminate in hiring and employment practices on grounds of race, religion, age, nationality, social or ethnic origin, sexual orientation, gender, gender identity or expression, marital status, pregnancy, political affiliation, or disability, subject to local law.*

#### Critical Benchmarks

PBI Supplier Code of Conduct stipulates that job candidates and/or employees be judged solely based on their ability to perform the job they are applying for or currently engaged in. This provision applies to all employment decisions, including recruitment, hiring, training, promotion, and termination.

#### Examples of Actual or Potential Noncompliance

- Discrimination in hiring, employing, or terminating workers
- Substantial differences in the demographics of Supplier's workforce compared to other similar facilities in the local vicinity may indicate discriminatory practices
- Variations in pay, benefits or promotion based on grounds of race, religion, age, nationality, social or ethnic origin, sexual orientation, gender, gender identity or expression, political affiliation, or disability
- Health tests, pregnancy testing, or contraception used as a condition of employment
- Pregnant workers performing dangerous tasks.
- Withholding mandated benefits such as maternity leave
- Lack of written hiring and employment policies.
- Lack of feedback system between employees and management

#### Examples of Good Management Practices

- Periodically reviewing hiring practices to determine that there is no prohibited discrimination
- Hiring agents and Supplier management who are trained in nondiscrimination and applicable nondiscrimination laws
- Periodically training managers on nondiscrimination
- Conducting interviews to determine that employees are being fairly compensated, including whether women workers are allowed to take maternity leave
- Creating written job descriptions that focus solely on "occupational qualifications", not personal characteristics
- Taking proactive action to hire and promote a diverse workforce
- Management communicates its written policies on nondiscrimination to its employees

## Pitney Bowes Inc. Supplier Code of Conduct

### **Code 4**    **Respect and Dignity**

*PBI Suppliers will treat all employees with respect and will not use corporal punishment, threats of violence or other forms of physical coercion or harassment. Supplier should have a policy that prohibits inappropriate conduct and a process for employees to report such conduct for Supplier's investigation and resolution.*

#### **Critical Benchmarks**

PBI Suppliers must not:

- Engage in harassing or physically abusive discipline
- Act in a threatening way towards employees
- Submit employees to demeaning conditions

#### **Examples of prohibited abuse**

- Threats to harm an employee's physical well-being
- Physical contact intended to harass, hurt, or harm, whether or not considered to be disciplinary action
- Comments which are understood by the employee to be harassing or demeaning
- Harassment based on race, religion, age, nationality, social or ethnic origin, sexual orientation, gender identity or expression, political affiliation, or disability
- Sexual harassment of any kind
- Discipline resulting in the withdrawal of basic physical comforts provided other workers

#### **Examples of Actual or Potential Noncompliance**

- Evidence of physical or sexual abuse or harassment
- Evidence of wage deductions or monetary fines used as discipline
- Lack of written policies prohibiting physical or sexual abuse or harassment
- Lack of feedback system between employees and management

#### **Examples of Good Management Practices**

- Written policies and practices are in place prohibiting harassment and abuse
- Supplier has established a training program for management and supervisors delineating policies and disciplinary actions are clearly documented
- All disciplinary actions are non-physical and clearly documented
- The supplier has established a communication system or suggestion box where workers can raise issues of concern including treatment by their supervisors or coworkers
- Supplier has a program providing for investigation of worker concerns about illegal or unethical conduct, and resolves substantiated concerns with appropriate discipline according to its policies and practices
- Management communicates its written policies on respect and dignity to its employees

## Pitney Bowes Inc. Supplier Code of Conduct

### Code 5 Health and Safety

*Suppliers will provide their employees with a safe and healthy workplace in compliance with all applicable laws, regulations and sound industry practice. Consistent with these obligations, PBI Suppliers must have and implement effective programs that encompass life safety, incident investigation, chemical safety, ergonomics, and other relevant protective elements.*

#### Critical Benchmarks

PBI Suppliers are required to:

- Comply with all applicable laws regarding health and safety in the workplace
- Comply with all legal regulations regarding health and safety in residential facilities, where provided
- Provide employees with a safe and healthy work environment, with appropriate health and safety training provided to employees
- Effectively implement any program necessary to identify and mitigate workplace hazards

#### Examples of Actual or Potential Noncompliance

- Blocked, locked, or no emergency exits
- Immediate fire hazards – (e.g. frayed electrical wiring, open flames, flammable vapors, etc.)
- Inadequate fire extinguishers or fire fighting equipment
- Blocked aisles and passageways
- No evacuation plan, signage or drills
- Missing exit signs; Insufficient or no emergency lighting
- No fire alarm system or public address system
- No drinkable water
- Inadequate or missing machine guards
- Lack of personal protective equipment or improper use
- Unsafe worker exposure to hazardous chemicals or substances
- Hazardous chemicals or substances that are without proper labels and datasheets
- Missing handrails/guardrails on stairwells, elevated walkways or platforms
- Lack of fall protection above 6 feet when required
- Poor or inadequate ventilation, lighting, and temperature controls
- Missing or inadequate first aid supplies or other provisions for emergency care
- Unsanitary or insufficient toilets, hand washing or canteen areas

#### Examples of Actual or Potential Noncompliance (continued)

- Routine building and machine maintenance not performed
- Repetitive lifting or unusually heavy objects or work requiring extremely awkward postures
- Unstable or makeshift scaffolding
- Trash and rubbish accumulation or other signs of grossly inadequate housekeeping
- Electrical hazards (e.g., bare wires, exposed electrical panels, ungrounded equipment, overloaded circuits)
- Uncontrolled confined spaces (e.g., tanks, pits, vaults, manholes) where there could be potentially hazardous atmospheres, insufficient oxygen levels, etc.

#### Examples of Good Management Practices

- A management system has been implemented to identify and control potential hazards and to strive for continuous improvement (e.g., OHSAS 18001)
- A health and safety manager has been appointed to oversee compliance
- Employees are involved in safety programs and management leadership is evident.
- Health and safety education is provided during initial orientation and on an ongoing basis
- Workplace incidents are reported and investigated and action taken to minimize the potential for future occurrence
- Formal and informal management self-assessments are completed on a routine basis.
- Health and safety trends (e.g., incidents, employee perceptions, regulatory deficiencies) are monitored and properly addressed
- New equipment, processes and facilities are reviewed for potential health and safety risks prior to initiation
- Emergency evacuation drills are conducted regularly.
- Emergency response capabilities are appropriate to the risk
- Health and safety professionals are consulted for guidance and evaluation



## Pitney Bowes Inc. Supplier Code of Conduct

### Code 6 Protection of the Environment

*PBI Suppliers will operate in a manner that is protective of the environment. At a minimum, suppliers must comply with all applicable environmental laws, regulations and sound industry practices, such as requirements regarding chemical and waste management and disposal, recycling, industrial wastewater treatment and discharge, air emissions controls, environmental permits and environmental reporting. Suppliers must also comply with any additional environmental requirements called for in Pitney Bowes' design and product specifications, and contract documents.*

#### Critical Benchmarks

PBI Supplier Code of Conduct calls for suppliers to conduct their operations in ways that are environmentally responsible and in compliance with all applicable environmental laws, regulations, and standards. Suppliers are also required to meet any additional requirements specific to their work with PBI. The applicability of compliance will vary depending on the product or service being provided to PBI and the associated operations.

#### Examples of Actual or Potential Noncompliance

- Supplier does not have a process to identify applicable laws, regulations, and standards
- Supplier does not have appropriate records documenting compliance to the law, such as required environmental monitoring, reporting, permits, etc.
- Supplier cannot demonstrate that it is meeting PBI's environmental requirements in design and product specifications or contract documents
- Employees are not adequately trained on proper handling, use and storage of hazardous waste and on emergency procedures
- Supplier's chemical and waste management/pollution control systems and processes are not in compliance with applicable environmental laws, regulations, standards and sound industry practices. Examples:
  - unlawful disposal of chemicals or waste
  - uncontrolled air emissions
  - discharging untreated wastewater
  - chemicals are not being properly used, managed, stored and disposed of
  - hazardous and combustible materials and waste are not clearly marked and/or properly stored
  - use of banned substances
  - Improper use of pesticides or herbicides

#### Examples of Actual or Potential Noncompliance

Supplier has received environmental violations. (If the violations are minor and have been appropriately addressed, they would not represent an issue.)

#### Examples of Good Management Practices

- Supplier has a complete and effective environmental management system (written policies, processes, and requirements for environmental protection and pollution prevention/source reduction) that is in accordance with laws, regulations, and standards
- Supplier conducts periodic environmental audits to confirm that its operations are environmentally responsible and are conducted in accordance with laws, regulations, and standards
- Supplier's staff and contractors have the necessary skills and training so they are familiar with the supplier's environmental management system and their role in meeting environmental requirements
- Supplier is proactive with respect to environmental protection and employees are encouraged and comfortable with raising issues of environmental concern without fear of retaliation
- Supplier has obtained certification to the ISO 14001 environmental management system standard or equivalent
- Supplier has programs for the efficient use and conservation of energy
- Supplier has programs for the efficient use and conservation of water
- Supplier has programs for the efficient use of materials, including waste reduction, material reuse, and recycling
- Supplier has programs to review environmental performance of its supply chain, and acts meaningfully to improve performance throughout

## Pitney Bowes Inc. Supplier Code of Conduct

### Code 7 Legal and Ethical Dealings

*PBI Suppliers will comply with all applicable laws and regulations in all locations where they conduct business, especially with respect to strict compliance with all laws and regulations on bribery, corruption and prohibited business practices. PBI expects suppliers to conduct their business in accordance with the highest ethical standards.*

#### Critical Benchmarks

PBI Supplier Code of Conduct requires that Suppliers:

- Know and comply with all applicable legal requirements, including U. S. import, export and trade laws and similar laws of the countries in which Supplier operates
- Review internal processes and procedures for legal compliance and ethics issues
- Not offer or provide cash or non-cash gifts to any PBI employee, or to anyone else on PBI's behalf, to influence them to take or not take a course action or for any other improper purpose
- Avoid any conflict of interest between Supplier and PBI and make timely disclosure of all such actual or potential conflicts to PBI.
- Comply fully with all anti-bribery laws, including the U.S. Foreign Corrupt Practices Act
- Maintain adequate physical and electronic security for all confidential information relating to PBI
- Only use subcontractors that do not violate ethical standards through bribes, kickbacks or other similar improper or unlawful activity
- Must not represent themselves to be agents or representatives of PBI without PBI's prior written consent

#### Examples of Actual or Potential Noncompliance

- No postings of legally required wage, benefit, and health information
- Maintaining inadequate, out-of-date, or **missing process and procedure** documentation
- Ineffective monitoring of internal compliance performance
- Failure to review and act upon complaints about noncompliance from employees or others

#### Examples of Good Management Practices

- Supplier senior management supports compliance objectives and practices and enforces them
- Supplier has management representatives who are responsible for monitoring the Suppliers' compliance.
- Supplier cooperates with monitoring government officials responsible for reviewing compliance practices
- Encourage all employees to report suspected noncompliance to management
- Supplier discloses all potential and actual conflicts of interest to PBI (e.g., if a Supplier employee has a relationship with a PBI employee who can make decisions affecting Supplier's business)
- Supplier follows written policies and guidelines on conflicts of interest, giving and receiving of gifts, business trips, entertainment, use of representatives and agents, and facilitation payments that are in accordance with law
- Supplier has generally acceptable accounting policies, procedures, and record keeping.
- Supplier conducts periodic financial audits to confirm that its accounts are in order
- Supplier staff and contractors are educated so they are aware of their ethical and legal requirements and Supplier's standards
- Create clear communications channels so that employees are comfortable with reporting, and are encouraged to report, violations of law or Supplier policy. Have and follow policies that prohibit retaliation for employee reporting

## Pitney Bowes Inc. Supplier Code of Conduct

### Code 8 Product Compliance

*PBI Suppliers will manufacture our parts and products in a manner such that adverse or potentially adverse impacts on people, communities, and the environment will be minimized and eliminated. This includes meeting Environmental Compliance regulatory requirements such as REACH, RoHS and WEEE, investigating the origins of “3TG metals” covered under the Dodd-Frank Act, and providing requested environmental product data.*

#### Critical Benchmarks

PBI Supplier Code of Conduct requires that suppliers:

- Understand and comply with all applicable federal, state, local and international environmental laws, requirements and regulations, including but not limited to the Directive 2011/65/ EC of the European Parliament the restriction of the use of certain hazardous substances in electrical and electronic equipment (ROHS2); (ii) the Directive 2002/96/EC of the European Parliament Waste Electrical and Electronic Equipment (WEEE) (iii) the Regulation (EC) No 1907/2006 of the European Parliament and of the Council concerning the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH); and (iv) PBI environmental specifications and standards (packaging, labeling, etc.) and fully cooperate with Pitney Bowes’ efforts to comply with those requirements.
- Upon request, Supplier will certify that the products it supplies to PBI are manufactured in accordance with applicable laws, regulations and requirements. This includes surveys, data requests, etc.
- Shall be responsible for all registration and other REACH requirements for chemical products by either importing the product into the EU and supplying the product to Pitney Bowes as a downstream user or appointing an Only Representative to fulfill all REACH obligations.
- Warrant that any materials returned by PBI will be disposed of, recycled, recovered, or reclaimed and not landfilled, in accordance with all applicable international, federal, state, local and European Union environmental laws and regulations of the country of material dispositioning.

#### Examples of Actual or Potential Noncompliance

- Not responding to Product Compliance Database information requests.
- Not providing a Certificate of Compliance for RoHS.
- Not undertaking an investigation into the origins of covered minerals.
- Not responding to Compliance Database information requests / surveys.
- Providing false information to Pitney Bowes regarding the composition of products supplied to PBI or Supplier’s compliance with applicable laws, regulations or contractual requirements.
- Not allowing PB to audit a facility or review requested files associated with PB business.

#### Examples of Good Management Practices

- Agree upon notice from PBI, at reasonable intervals, to permit representatives of PBI to visit and audit, at PBI’s expense, the environmental, health and safety records, programs, data and procedures.
- Provide products and services that meet regulatory requirements and are safe to use.
- Supplier strives to reduce or eliminate waste of all types at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, and recycling and reusing materials.
- Supplier responds to regulatory information requests in a timely manner.
- Supplier completes investigation of products, materials provided to PBI that may contain 3TG metals and determines whether those substances originate in areas of conflict.
- Supplier responds to Pitney Bowes Conflict Minerals survey and attests to the origin of any 3TG metals contained in Supplier’s products.
- Supplier identifies and manages chemicals and other materials posing a hazard if released to the environment to ensure their safe handling, movement, storage, use, recycling and reuse, and disposal.

## Document History

Final Version	Created September 2, 2008
Version 2	Created March 17, 2015
Version 3	Created June 14, 2016