



Notification from Standard Chartered Bank ("Bank") - Important Supplier Information

Dear Valued Supplier,

On behalf of everyone at Standard Chartered, I would like to recognise and thank you for your efforts and collaboration in 2024. This year, we have continued to grow and develop deeper business relationships.

I am very excited to share that we are embarking on a *Procure-to-Pay Transformation*, leveraging the SAP Business Network. As part of our commitment to enhance the operational efficiency and collaboration with suppliers, our vision is to simplify processes for suppliers with end-to-end traceability, automate manual work and digitise purchase order payments. This exciting transformation will be implemented globally in phases through 2025 and beyond. Suppliers will be expected to join the SAP Business Network as this will be required for participation in all future SCB requests for proposals and does not incur any fees. We will contact you with more information in the coming months.

As we approach the end of the year, I would also like to take the opportunity to remind you about our key policies and standards, which help us align our values, explore opportunities for collaboration and advancements, and ensure compliance with regulatory obligations while driving improvements.

Your continued cooperation contributes to our shared commitment to resilience, sustainability, and fostering positive change in the communities where we operate. It helps us in meeting the requirements of our internal governance processes and deliver value to the business and markets that we operate in.

It is our expectation that all colleagues and relevant sub-contractors employed to provide goods or services to the Bank are made aware of our relevant policies and standards which we will be happy to share with you on request. We request you to promptly notify us of any incidents or changes that might affect your capacity to meet contracted service levels, including those related to your material sub-contractors.

1. Sustainable and transparent supply chains

Our commitment to sustainable supply chains is captured in our Supplier Charter which sets out our expectations. Suppliers are expected to also apply the SC principles to their sub-contractors relating to services provided to us. We expect Suppliers to support and respect internationally recognised human rights; protect the health, safety, and security of their workers; prohibit the use of all forms of modern slavery, human trafficking and child labour; respect employee rights concerning freedom of association and collective bargaining; promote diversity and inclusion and fair pay practices; and protect the environment.

- View our Annual Reports and Accounts
- View our Supplier Charter

2. Anti-Bribery and Corruption

We operate a zero-tolerance approach to bribery and corruption in any form. Our Anti Bribery and Corruption Policy and Standards have been developed in line with the minimum requirements of the UK Bribery Act and the US Foreign Corrupt Practices Act and should always be adhered to.





Any relationship with suppliers reasonably suspected of bribery and corruption is likely to result in termination and exclusion from any future engagement opportunities with us. We strongly encourage all suppliers (and subcontractors) to read our policies and watch our anti-bribery and corruption training videos to understand our expectations.

- View our Anti-bribery and Corruption Standards
- Anti-bribery and corruption training 1
- Anti-bribery and corruption training 2

3. Supporting an ethical working culture

We support a culture of strong ethics and openness. To ensure this, we have a dedicated Speaking Up channel for colleagues and suppliers (including subcontractors) to raise any potential misconduct in relation to working with us.

We encourage all our suppliers (and subcontractors) to share our secure web-based tool (supported in 13 languages) with your colleagues with the full understanding that any issues reported are 100 per cent anonymous and all investigations will be treated in the strictest of confidence.

Access our speaking up channel

We also expect our suppliers to familiarise and act in accordance with our Code of Conduct and Ethics. Our Code brings to life our commitment towards building and maintaining trusted relationships with our clients, communities and within the Bank and we encourage all suppliers (including subcontractors) to review the Code.

View our Code of Conduct and Ethics

4. Information and Cyber Security

We expect our suppliers (including sub-contractors), to collaborate in efforts to preserve and manage the Confidentiality, Integrity, and Availability ("CIA") of the Bank's information and data when used or accessed to maintain client, regulator, and investor confidence. We are committed to achieving a high standard of protection of our clients' information and data and expect our suppliers to provide the same level of security and protection. All suppliers must apply adequate physical, technical, and organizational security measures and adopt recommended security best practices by the industry. We encourage you to validate your compliance with our policies and applicable regulations in the markets in which we operate to meet relevant Industry Standards and obtain certifications as a demonstration of cybersecurity maturity.

5. Operational Resilience

We expect our suppliers to maintain operational resilience through minimum standards of continuity planning, crisis management and resolution planning capabilities. These requirements include ensuring the continuity of, and participating in testing for, operational arrangements during recovery, resolution, restructuring, operational disruptions and/or crisis to minimise any adverse effects to the Bank, our clients, and the wider economy that we operate in.

Where integrally supporting one or more of the Bank's Important Business Services ("IBS"), suppliers must ensure that your continuity capabilities can be relied upon, such that the Bank is able to adhere to the IBS Impact Tolerance Statement ("ITS") timeframe in the event of severe but plausible disruption.





6. Data Conduct

We place significant importance on compliance with all relevant data laws and regulations. We are bound by banking secrecy laws in certain jurisdictions which impose strict obligations relating to the protection, privacy, and secrecy of the Bank's customers data. We expect our suppliers (and subcontractors) involved in using or handling or processing of the Bank's data to:

- Maintain the confidentiality and integrity of all data received or processed.
- Adhere to all relevant data protection laws and regulations in applicable jurisdictions.
- Only collect, process, and retain data that is necessary for the identified business purpose, and not retain data for longer than necessary.
- Protect the data with appropriate security measures / controls as required by any contract in place between us or in the Bank's standard terms and conditions.
- Ensure that any use of AI, especially Generative AI, is deployed in a safe manner, and provide sufficient transparency around any such use or related change.

7. Procurement and Financial Policy

To ensure prudent financial practice and prompt and efficient payment processes, our Group Business Expenditure Standard requires that an upfront Purchase Order ("PO") be issued by the Bank. Therefore, you must receive a PO from the Bank before delivering the goods and/or services and submit your invoices immediately upon the completion of any work. All invoices should mention the PO number and have clear remittance instructions, including Payee Name and Bank account information (i.e., Bank name, Branch name, Swift code/Sort code), and follow any guidance from our finance teams. Unless instructed otherwise, invoices are to be submitted via our centralised mailbox. Where there is no specific contract between a supplier and the Bank, all business relationships will be governed by the Bank's standard terms and conditions.

Once again, thank you for your partnership, collaboration, and progress in building a strong, sustainable, and resilient supply chain, and I look forward to continued success in 2025.

Yours faithfully

For and on behalf of Standard Chartered Bank

Gustavo Moreno

Supply Chain Management

For more information on Standard Chartered Bank, please visit www.SC.com.