



Dear Valued Supplier,

On behalf of Standard Chartered Bank, I would like to recognise and thank you for your efforts and collaboration in 2025. This year, we have continued to grow and develop deeper business relationships.

I am very excited to share that in our journey to transform the Procure-to-Pay process, leveraging the SAP Business Network, we have gone live in the first market this year and will continue to add other markets in phases in 2026 and 2027. As part of our commitment to enhancing 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. Suppliers will be required to join the SAP Business Network as this will be mandatory for participation in all future Bank requests for proposals and does not incur any fees. We have also embarked on an exciting programme to invest in a new Third Party Risk Management system. The new system, expected to be fully operational by Q4 next year, will simplify our Third-Party requirements and drive efficiency. We will share more information in the coming months.

As we approach the end of the year, I would like to take this 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 establish a strong risk management culture and deliver value to the business and markets in which we operate.

It is our vision that all suppliers and their subcontractors engaged to provide goods or services to the Bank are made aware of our relevant policies, which we will be happy to share with you upon request. We expect 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 subcontractors.

1. Sustainable and transparent supply chains



Our commitment to sustainable supply chains is captured in our Supplier Charter (SC). We seek support from our suppliers to apply the principles set out in SC to their subcontractors in relation to goods and services provided to us. As our partners, we expect our 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 adopt a zero-tolerance approach to bribery and corruption in any form. Our Anti-Bribery and Corruption Policy has been developed in line with the minimum requirements of the UK Bribery Act and the US Foreign Corrupt Practices Act. Any reasonable suspicion of bribery or corruption is likely to result in the termination of our relationship with any supplier and exclusion from any future engagement opportunities with us. We strongly encourage all suppliers (and their 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 forge and support a culture of strong ethics and openness. We maintain a dedicated Speaking Up channel for Bank colleagues and suppliers (including subcontractors) to raise any instances of potential misconduct while partnering with us.

We encourage all our suppliers and the subcontractors involved in providing services to the Bank, to share our secure web-based tool (supported in 13 languages) with your staff, with



the understanding that utmost care is taken to ensure anonymity and all investigations are treated in the strictest of confidence.

- [Access our speaking up channel](#)

Our Code brings to life our commitment towards building and maintaining trusted relationships with our clients, communities and within the Bank. As our valued partners, we 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 seek the support of our suppliers and subcontractors to collaborate in our efforts to preserve and manage the Confidentiality, Integrity, and Availability ("CIA") of the Banks information and data when used or accessed to maintain client, regulator, and investor confidence. We are committed to achieving a high standard of protection for our clients' information and data and expect our suppliers to provide the same level of security and protection. To achieve this, we expect our suppliers to apply adequate physical, technical, and organisational security measures and adopt industry-recommended security best practices. We encourage our suppliers to validate compliance with our policies, standards, 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

As a financial institution, we are obliged to institute and maintain robust resilience and continuity measures. We expect our suppliers to maintain operational resilience by adhering to minimum standards of continuity planning, crisis management, and resolution planning capabilities. These include ensuring the continuity of contracted services to the Bank and participating in testing for operational arrangements during operational disruptions, recovery, resolution & restructuring, and/or crises to minimise any adverse effects on the Bank, our clients, and the wider economy.



We expect our suppliers to be able to demonstrate their ability to deliver services consistently, even during significant disruptions, through comprehensive Business Continuity/Contingency Plans, test these plans annually, and ensure the agreed Recovery Turnaround Time during the test is met. We seek our suppliers' support in sharing the results of the completed Business Continuity Planning tests and reporting any operational incidents that could disrupt critical services or exceed agreed impact tolerances.

For suppliers supporting one or more of our Important Business Services, it is crucial that the suppliers continuity capabilities are reliable, ensuring the Bank can recover these services within our defined tolerance levels in the event of severe but plausible disruptions.

6. Data Conduct

We place significant importance on compliance with all relevant data laws and regulations. We expect our suppliers and their subcontractors involved in using or handling or processing of the Banks 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 Banks standard terms and conditions.
- Ensure that any use of AI, like Generative AI or Agentic AI, is deployed in a safe manner, and provide sufficient transparency around any such use or related change.

7. Financial Crime

Anti-Tax Evasion:



We maintain a zero-tolerance approach to the criminal facilitation of tax evasion in any form. In compliance with the UK Criminal Finances Act 2017, specifically the Corporate Criminal Offence (CCO) of Failure to Prevent the Facilitation of Tax Evasion, we are committed to implementing reasonable prevention procedures and may require the same commitment from our associated persons (including suppliers and their subcontractors or agents), by taking into consideration the nature and details of arrangement concerned. Our Anti-Tax Evasion Standards have been developed in line with the minimum requirements of the UK Criminal Finances Act 2017 and should always be adhered to.

Any relationship with suppliers (and their subcontractors or agents) reasonably suspected of involvement in, or facilitation of, tax evasion is likely to result in termination and exclusion from any current or future engagement opportunities with us.

We strongly encourage all suppliers (and their subcontractors or agents) to familiarise themselves with the publicly available information or resources published by the authorities in relation to the CCO requirements.

8. Failure to Prevent Fraud (FtPF)

The Economic Crime and Corporate Transparency Act 2023, UK introduced a new "Failure to Prevent Fraud" (FtPF) offence, making organisations, potentially criminally liable if they fail to prevent fraud committed by an employee or agent for the organisation's benefit (direct or indirect). The Bank expects its suppliers to maintain reasonable fraud prevention processes to comply with the FtPF legislative Act. The offences under FtPF include fraud by false representation, failing to disclose information, or abusing a position, as well as obtaining services dishonestly, participation in a fraudulent business, false statements by company directors, false accounting, fraudulent trading, and cheating the public revenue.

We expect our suppliers to promptly report any fraud event/s which involve the services/engagement with the Bank. We urge our suppliers to note Banks zero tolerance on internal fraud to be able to provide trusted business to our customers.

9. Procurement and Payments

To ensure prudent financial practice and prompt and efficient payment processes, our Group Business Expenditure Standard requires that an upfront Purchase Order (PO) must be issued by the Bank. Therefore, our suppliers must receive a PO from the Bank before

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delivering the goods and/or services and submit 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 collaboration and success in 2026.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Gustavo Moreno', written over a light grey rectangular background.

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.