CM.com

07 Oct 2026

Version March 2023

CM.com Supplier Code of Conduct describes guidelines and principles for suppliers that we engage with. CM.com is fully committed to integrate sustainability, environmental and governance ambitions into our identity and strategy. With this Code of Conduct suppliers are invited to join our journey.

We strongly support and encourage a high standard of business ethics and the creation of a working environment by and for everyone supported by sustainable development goals of the United Nations (UN Sustainable Development Goals), such as, but not limited to:

- Decent work and economic growth;
- Innovation in mobile communication;
- Responsible consumption and production;
- Climate action;
- Partnerships for the goals;

Suppliers of CM.com must at all times respect and comply with this Code of Conduct, contribute positively to our conversational commerce services and enable us to monitor compliance. Upon our request therefore a supplier must be able to certify in writing compliance with the requirements and guidelines of this Conduct.

In order to collaborate together on these ambitions, we expect that our suppliers comply with applicable privacy and data protections laws and regulations as well as secure confidential data and individual personal data and prohibit its unauthorized access or use.

Business Ethics

CM.com has a zero tolerance policy regarding any form of corruption or bribery and we expect our suppliers to act in a professional and lawful manner at all times when performing services for or providing services.

Suppliers are expected to promote an open, fair and competitive business environment and have appropriate policies and procedures in place.

Finally, CM.com expect its' suppliers to comply to all relevant and applicable laws and regulations, including but not limited as to concerning responsible market behavior.

A working environment by and for everyone

CM.com continuously promotes the well-being of our employees, strives to increase the diversity of our workforce and offer a level playing field for everyone who contributes. Following this, we expect our suppliers to:

• Respect all applicable laws and regulations including but not limited as to concerning working conditions & hours and health & safety;

• Waive any form of discrimination or forced and child labor;

• Support and respect fundamental human rights as described in the UN Declaration of Human Rights;

We expect our suppliers to ensure that they undertake appropriate due diligence and have procedures in place to ensure these requirements as well as see to it that suppliers in their own supply chains also support a healthy working environment by and for everyone.

Sustainable business

CM.com recognizes its social responsibility to protect the environment and promote environmental sustainability.

We expect our suppliers therefore to comply with all applicable environmental laws, regulations and standards as well as implement an effective system to identify and eliminate potential hazards to the environment such as waste reduction and carbon emission control.
Suppliers should wherever possible support a precautionary approach to environmental matters and undertake initiatives to promote greater environmental responsibility.