

Zilenzio Suppliers Code of Conduct

Zilenzio is a proud Swedish company from the heart of Örebro. We sell a solution that provides a good working environment for our customers. We sell silence. Since the beginning, function, design, and sustainability have been central to our business concept.

Our customer should feel confident when they purchase our products and know that they are produced according to Zilenzios quality standards, our sustainability demands and by following our business ethics.

The criteria in our supplier's code of conduct are based on international guidelines, laws, and regulations.

General terms and conditions

- All business partners, suppliers and sub-suppliers are expected to follow Zilenzios Suppliers code of conduct.
- We evaluate our business partners, suppliers, and sub-suppliers to ensure that we have partners that follow our terms and conditions of this Supplier's code of conduct.
- We encourage and expect our business partners, suppliers, and sub-suppliers to report any suspect breaches or deviations from our supplier's code of conduct to Zilenzio.
- Each business partner, supplier and sub-supplier have the responsibility to comply with and follow national laws and regulations that apply to their business in the countries there they are active.

We enter agreements with business partners, suppliers, and sub-suppliers who:

Works for a healthy working environment with labor rights¹

We believe that our employees are our greatest resource, and we encourage our business partners, suppliers, and sub-suppliers to partake in our approach. The work environment in the company must be such that the employees working conditions comply with the conventions of International Labour Organizations.

All employees should have an employment agreement and know their working conditions according to their employment. Employees should be offered the correct

¹ International labour organization, www.ilo.org & Convention on the Rights of the child, www.unicef.org/child-rights-convention

training, safety equipment that is necessary for that activity. The employment agreement should also inform and regulate overtime, vacation, sick leave etc.

Forced, involuntary labor and the exploitation of child labour is not tolerated in any form. Business partners, suppliers and sub-suppliers must take necessary measures and work with preventive measures to ensure that they do not employ anyone below the legal employment age.²

National work environment legislation and local guidelines represents the minimum of what we expect from our business partners, suppliers, and sub-suppliers. We encourage each to work with preventive actions, perform safety rounds, risk analysis and continuous improvements to ensure a safe and healthy work environment. All accidents and incidents should be reported.

Our business partners, suppliers and sub-suppliers must confirm that their employees are free to join unions and that there is a process to collect questions, discuss and resolve workplace and compensation issues.

Works with human rights³

We expect our business partners, suppliers, and sub-suppliers to respect and comply with international laws regarding human rights. We don't do business with anyone unwilling to sign our Code of Conduct. By signing this document our business partners, suppliers, and sub-suppliers ensure that they follow, comply, and work according to human rights.

Modern day slavery is not tolerated meaning that our business partners, suppliers, and sub-suppliers are not allowed to take advantage of people's situation and require employees to deposit money or original documents such as passports, educational certificates, and similar equivalent documentation during their employment.

Zilenzio don't allow any form of violation against human rights or discrimination of any kind. We advocate the same possibilities and justified treatment based on the persons qualifications and knowledge in all business relationships and employment decisions regardless of age, disability, ethnicity, gender, gender identity, nationality, political opinion, religion, and sexual orientation.

² ILO Convention No. 138, www.ilo.org

³ United Nations Human Rights (Articles 1-30), www.un.org & UN's guiding principles on business and human rights, www.ohchr.org

Works with conscious and sustainable choices⁴

International environmental legislation, national laws and local guidelines must be followed by our business partners, suppliers, and sub-suppliers. You should conduct your business in a way that protects and preserves the environment in your surroundings and with no harm for humans⁵. The production and use of natural resources shall not contribute to the destruction and/or deterioration of the resources and income base of marginalized populations. There should be a process to handle all chemicals in production (inventory management, risk analysis and a preventive action plan if an accident would occur) according to current regulations including safety equipment and education for employees to ensure safe handling and production.

We expect our business partners, suppliers, and sub-suppliers to implement an environmental management system to evaluate their environmental performance and plan for actions regarding climate change. We encourage each to work with collection of environmental data, evaluate the business most significant environmental impact. To work with preventive actions, towards eliminating and minimizing emissions by measuring and setting environmental goals. This is a part of our strategy to become climate neutral by 2030.

We enter business agreements with the desire for long-term relationships with partners who take sustainability as serious as we do and work for transparency and compliance in the production chain. Our goal is to know who our raw material supplier is. We encourage our business partners, suppliers, and sub-suppliers to search for new technology and innovative solutions that improve the product's quality and/or environmental performance.

We are certified according to Möbelfakta, and we expect our partners to be able to follow the rules set by Möbelfakta⁶. We strive to improve our developing process and to realize our ambitious design solutions by following Zilenzios purchase guidelines⁷.

Works with honest business transactions⁸

We do business in an honest manner, and we do not influence decisions by giving or receiving gifts in any form. All breaches and deviations must be reported to Zilenzio. We expect our business partners, suppliers, and sub-suppliers to actively oppose to all forms of corruption (including extortion and bribery). We don't agree with using false documents or other illegal practices or use of unknown material/components or suppliers that have not been presented to Zilenzio.

⁴ REACH, SVHC, SDG 2030

⁵ *Försiktighetsprincipen* = The precautionary principle. Meaning you act and run your business in a way that doesn't add a risk to human health or your surroundings due to negligence.

⁶ Latest version of the specification can be found: [Möbelfakta \(mobelfakta.se\)](http://mobelfakta.se)

⁷ Zilenzios purchase policy – see appendix.

⁸ United Nations Convention against Corruption, www.unodc.org

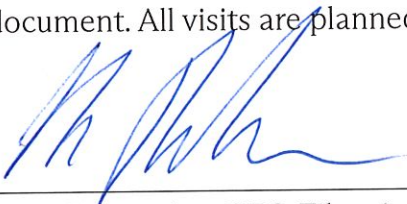
Compliance and follow-up

We expect our business partners, suppliers, and sub-suppliers to follow our ethical-, environmental criteria and commitments that are stated in this document. It can be demonstrated by signing our document or by presenting a Suppliers code of conduct that is comparable.

By signing this document our business partner, suppliers, and sub-suppliers undertakes to communicate and forward this internally and to suppliers throughout Zilenzios value chain.

This document is part of our contract process and needs to be approved and signed before a new business relationship is agreed. We would like to work with our business partners, suppliers, and sub-suppliers and encourage you to work with improvements and report if there is any suspected violations or deviations from this document. We can dissolve agreements that violates this document. If these are minor deviations and you are willing to set an action plan with Zilenzio to improve, we believe in work relations where we help each other to develop for a better future.

You need to be open to be audited by a third party or by Zilenzio to review and evaluate your compliance according to our ethical-, environmental criteria's that is stated in this document. All visits are planned and announced ahead together with you.



Hans Bergström, CEO Zilenzio

Appendix – Zilenzios' purchase policy

When choosing a material

- When choosing new materials, we must consider quality (lifespan, durability, etc.), environment (recyclability, sustainability/environmental certificate, etc.), the precautionary principle⁹ and cost.
- We work to increase the proportion of recycled material in our components and in the final product.
- We work to reduce fabric consumption and optimize our products to use as little fabric as possible. We do this together with our productions and we work to find a value flow for our fabric waste.
- We certify our furniture according to Möbelfakta and adopt the requirements for all our products, constituent materials, and components.
- We work to deliver products that meet the legal requirements in our chosen focus markets.

Environment and innovation

- We are open to innovative solutions and cross-sectional collaborations that require e.g. new skills or investment.
- We encourage new technology and innovative solutions that improve the product's quality and/or environmental performance.
- Our products must be suitable for reuse and have a design that makes recycling efficient.
- We work to preserve and extend the life of our products. Our warranty period is 20 years.

Suppliers and compliance

- We enter responsible business agreements and build long-term relationships with partners who take sustainability seriously and work for transparency in the production chain.
- We don't agree with suppliers who cannot sign our Suppliers Code of conduct, can produce according to the requirements of Möbelfakta or who are in line with our long-term sustainability work.
- We work actively with our suppliers to increase transparency and compliance with the requirements further down the supply chain, the goal is to know who our raw material supplier is.
- We work actively to visit our suppliers and that they in turn visit their suppliers.
- Price increases must be openly reported with which raw material increases in price and the raw material's impact on the product's price.
- We work towards increasing our delivery accuracy (goal 95%).
- We work together with our suppliers and have a joint responsibility for correcting errors.

⁹ Meaning you act and run your business in a way that doesn't add a risk to human health or your surroundings due to negligence.