

# Supplier Code of Conduct

Temenos Suppliers are expected to adhere to the highest standards of ethical behavior and regulatory compliance and comply with the Temenos Business Code of Conduct and the Temenos Supplier Code of Conduct. In addition, they are expected to comply with all applicable laws and regulations and to ensure that all goods and services provided by them are high-quality and conform to all applicable legal standards.

At Temenos, we have incorporated Corporate Social Responsibility considerations into our procurement practices, as responsible procurement practices are now part of the Temenos Responsibility Management System. We constantly improve our responsible procurement by obtaining the understanding and support of Suppliers for the policies and building strong partnerships with them. We have also introduced effective audit mechanisms for identified cases of high-risk suppliers, as well as grievance mechanisms for both employees and suppliers on procurement issues.

More specifically, our Supplier qualification process and Supplier performance reviews include a risk assessment as part of a centralised governance model for Supplier relationship management.

We have aligned our Business Code of Conduct with the [United Nations Global Compact](#) and its 10 principles regarding Human Rights, Labour Rights, Environment and Anti-corruption and expect all our Suppliers to adhere to these principles. In this way, we have developed a General Questionnaire covering areas like Business and Ethical Conduct, Environment, Human Rights, Impact on Society, Customer Privacy & Information Security. Our Suppliers are expected to provide the information requested in the General Questionnaire during the qualification process and/or when requested as part of our supplier relationship management activities.

While we recognize that our Suppliers may establish standards on an individual basis, we prefer to do business with Suppliers who adhere to our business principles outlined in the Temenos Business Code of Conduct and we encourage Suppliers to develop their own responsible practices.



# Supplier Guidelines

The Supplier Code of Conduct contains requirements for Suppliers providing goods or services to Temenos, in addition to obligations contained in any applicable agreement between Temenos and the Supplier.

TEMENOS expects our Suppliers and their employees and subcontractors to comply with all applicable statutory and other regulatory requirements, as well as the Temenos Business Code of Conduct and any Temenos policies provided to them.

Our Suppliers have to ensure that their employees and subcontractors are informed about it and comply with Temenos Business Code of Conduct and any Temenos policies provided to them.

Unless otherwise expressly agreed in writing, the purchase of goods and/or services is governed by the Temenos Purchase Order Terms and Conditions available on the Temenos website

In performing its obligations under a Temenos Purchase Order, our Suppliers shall permit the Temenos authorized representatives at all reasonable times to audit the Supplier's provision of the Services and /or Goods and adherence to the Temenos Business Code of Conduct and Temenos Policies to determine that the provisions of the Purchase Order are being faithfully performed.

Our Suppliers are expected to inform Temenos should there be any significant breaches to this Supplier Code of Conduct, allegations of non-compliance or investigation into noncompliance by authorities to [anonymousreporting@temenos.com](mailto:anonymousreporting@temenos.com). This email address is accessed only by the Director of Internal Audit and Risk.

For more information,  
refer to: <https://www.temenos.com/en/suppliers/>



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