

DRIVING ETHICAL STANDARDS





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Introduction

Zenith is committed to building a sustainable business that fosters long-term partnerships with our supply chain partners.

We collaborate with our stakeholders to deliver a positive impact on society through sustainable and diverse vehicle solutions to meet customer and consumer needs.

Guided by our culture, we're on a journey to help people achieve their full potential and to deliver a net zero business that supports a stable planet.

Zenith has a direct impact on nine SDGs (UN Sustainable Development Goals).

Our supply chain partners play a vital role in helping us to deliver on our sustainability strategy. We work with and alongside our partners to ensure we reach our individual sustainability and commercial goals.

By working together, we can deliver a greater impact for the environment, people, society, and the economy.

This charter demonstrates our commitment to these principles and to the material sustainability issues facing Zenith. It provides guidance to ensure that all our supply chain partners are aligned and compliant with our vision and goals. Every colleague and supply chain partners is responsible for understanding and adhering to this charter. It also recognises that actively contributing towards sustainable development is fundamental to the immediate and long term interests of Zenith, our supply chain partners, and wider communities.



Our sustainability agenda

Introducing People Powered Impact.

As a business, we're aware of the role we play in making a positive impact on the world around us. Some of the most significant areas of concern include climate change, social inequality and unethical corporate practices. These are no longer problems for future generations; they are part of people's lived experience.

We're taking action. Our new plan will enable positive change across the complex and interrelated challenges facing society. We believe that together, we can build a secure and sustainable future for generations to come.

Our ambition...

To operate a net zero business that helps all stakeholders to achieve their full potential.

...is split into three focus areas where we will deliver a positive impact:



Planet

Vision: To operate as a net zero business – a better Zenith where we work together to help rebuild, strengthen and preserve the planet.



Culture

Vision: To create and promote a healthy work culture where difference is valued, inclusion is standard and everybody is empowered to be their true authentic self.



Community

Vision: To cultivate long-term partnerships with our stakeholders – driving regular people powered impact in our local communities, in all our partnerships and making a real difference as a business.

Our sustainability agenda

(continued)

Within the three focus areas, there are ten positive commitments that we are driving towards:

1. To reach net zero for our own operations.
2. To enable customer fleet decarbonisation.
3. To lead a low-impact, circular supply chain.
4. To enhance biodiversity.
5. To build a diverse and inclusive workforce.
6. To provide colleagues with development to be the best they can be.
7. To deliver a safe and healthy workplace, free from exploitation and discrimination.
8. To support our communities.
9. To promote sustainable mobility.
10. To deliver good outcomes for all customers and help them to reach their goals.

Directly or indirectly, we will contribute to 13 of the United Nations Sustainable Development Goals:



Zenith's supplier commitments

Zenith measures its performance in meeting supplier payment terms to ensure prompt payment.

Zenith engages with supply chain partners on key sustainability topics through:

- Supplier review meetings.
- Zenith's corporate website.
- Due diligence reviews, ongoing monitoring, and ad-hoc surveys and reviews.
- Within the terms and conditions of contracts.

When assessing a partner, Zenith takes into account the social, environmental, ethical, and governance standards of the supplier. Further information can be found throughout this charter.

Zenith monitors and measures supply chain partners' sustainability performance via:

Pre-contractual due diligence

Our due diligence processes are tailored to the level of assessed risk and our level of control or influence in each relationship. Depending on the level of risk identified, new suppliers may complete a pre-contractual due diligence questionnaire addressing the areas covered within this charter. Suppliers must provide evidence of controls, standards, and procedures when requested as part of this process. Existing suppliers are reviewed based on their categorisation

and potential risk factors.

Risk mitigation

In certain circumstances, Zenith may complete a financial assessment to determine the long term financial viability of the partner. Examples of when we complete this could include pre-contractual and based upon the criticality of the partner to delivering Zenith's products and services, or our potential spend with them.



Zenith's expectations of supplier partners

Zenith Expectations & Supplier Responsibilities:

- Abide by this code when carrying out any activity across the Zenith Group.
- Any changes to this code, which we may communicate, should be shared with all relevant personnel.
- Consider Zenith principles when conducting appropriate training with internal colleagues.
- Notify us of any contractual, regulatory or legislative breaches in line with what is defined within this Charter.

Group Procurement

At Zenith, we pride ourselves on developing long-term partnerships with all our key supplier partners. We believe these relationships are what drives us towards success. Our engagement with supplier partners is overseen by Zenith Group Procurement, and this includes:

- Supplier Relationship Management
- Commercial Discussions
- Innovation
- Third-Party Due Diligence
- Contractual Agreements

Zenith Group Procurement is your point of contact for when you are approaching a contract renewal, if you have a new product or service that could benefit Zenith, or you need additional support then please do reach out to one of the team via their details below. They will ensure that the correct internal processes are followed which will lead to the best outcome for all.

You may also receive communication from Group Procurement regarding potential projects, information gathering exercises or opportunities for collaboration.

Key Group Procurement Contacts:

Susan Monk

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Head of Direct Procurement

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Health and Safety

Zenith is committed to operating with a 'health and safety-first culture'. Our supply chain partners are expected to adopt the same attitude and principles to this area.

- Suppliers are expected to follow legislative requirements and those any relevant regulatory body.
- Zenith expects its suppliers to have in place effective health and safety policies and procedures and to reduce or eliminate any identified risks. These procedures must allow the supplier to monitor, assess and report on its health and safety performance to Zenith.
- Suppliers should complete investigations following any health and safety incident, completing root cause analysis and taking necessary actions to prevent reoccurrence.

People and Communities

Zenith is committed to delivering a positive impact for people and society. Our vision is to create and promote a culture where everyone can bring their true self to work and is empowered to fulfil their potential.

- Suppliers are expected to be proactive and committed to offering meaningful employment, and training and development opportunities to young people and those from marginalised communities. This includes supporting apprenticeships programmes, offering training to local people where people, and developing their existing colleagues.
- Suppliers are expected to prioritise local businesses and people in the local areas of where they operate.
- Suppliers are expected to deliver community support and development through corporate giving. This could include charitable giving, colleague volunteering, and further fundraising.
- Suppliers are encouraged to demonstrate their commitment to being disability confident by signing up to the [UK government scheme](#)



Environment

Reducing greenhouse gas (GHG) emissions and strengthening nature form an essential part of Zenith's sustainability plan; People Powered Impact.

They are also integral to our procurement and due diligence practices. During our supplier assessments and selection, environmental criteria is equal to the economic, social and governance considerations.

Supply chain partners are expected to have, or be developing, an appropriate environmental management system appropriate for their scale and type of business. As a minimum, we expect this system to measure its organisations impact on the environment.

This could include:

- Top-level accountability for the environment.
- An individual, group, or management committee responsible for the environment and the climate.
- Measuring and reporting its carbon footprint.
- Taking active steps to reduce its carbon footprint, including setting reduction targets.
- Procedures to assess and manage its impacts on the environment.
- Processes to identify and assess climate-related risks and opportunities.
- Protecting, preserving and enhancing biodiversity.
- Complying with all relevant environmental legislation.

Zenith is committed to reaching net-zero by 2050 at the latest. This target is only possible through the support, collaboration, and innovation of the partners that we work with.



Human rights and labour conditions

Zenith is committed to ensuring that Human Rights as set out in the UN Universal Declaration of Human Rights and the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work are promoted and upheld within our own organisation and across our supply chain.

This includes protecting individuals and groups who are vulnerable.

Human rights help us all to live a life free from discrimination and Zenith is proud of our culture where colleagues know that they have a healthy safe working environment that values their individuality and rights.

We are committed to implementing and enforcing effective systems and controls that uphold human rights and ensure that modern slavery is not taking place anywhere in our own business or in any of our supply chains.

Zenith expects our supply chain partners to be able to demonstrate procedures to deal with employment abuse and to comply with the requirements of the Modern Slavery Act 2015. We expect our partners to operate in line with the principles below:

Non-discrimination

- Zenith prohibits all forms of discrimination and harassment.
- Suppliers are required to prohibit and tackle any behaviour or treatment that is a threat to human dignity.
- All of our supply chain partners must guarantee and promote equality of opportunity, respect for diversity and an inclusive culture.

Child Labour

Child slavery is the enforced exploitation of a child for someone else's gain, meaning the child will have no way to leave the situation or person exploiting them. This includes children working before they reach the legal working age. Zenith prohibits the use of child labour and expects its supplier partners to comply with the same principle, including with their own supply chain.



Data Protection and Information Security

Zenith expects its suppliers to comply with all applicable data protection laws and regulations, as well as adopting good practice in line with industry standards, appropriate to the risk involved.

As a minimum, suppliers must:

- Maintain appropriate measures which maintain the confidentiality, integrity, and availability of personal and confidential data.
- Not sell Zenith data.
- Only process Zenith data as directed by Zenith.
- Inform Zenith without undue delay of any incidents affecting Zenith data and assist in the handling of such incidents.
- Assist Zenith in the management of data subject rights requests.
- Ensure that any third parties which have access to Zenith data comply with Zenith's minimum data standards.
- Implement appropriate technical measures to secure Zenith data
- Return or delete Zenith data as directed by Zenith.
- Conduct appropriate due diligence on their supplier base.
- Adopt sufficient business continuity practices.
- Ensure that their employees who access Zenith data are appropriate to do so.



Financial Crime

Zenith expects its suppliers to comply with all applicable financial crime laws and regulations, and to maintain appropriate measures which reduce or prevent the risk of financial crime – including:

- Fraud
- Conflicts of interest
- Fair competition
- Bribery
- Tax evasion
- Money laundering
- Sanctions

As a minimum, suppliers must:

- Prohibit giving or receiving anything of value which is unreasonable, and which may provide an unfair business advantage to Zenith or its business partners.
- Identify and manage any situations which may cause an actual or potential conflict of interest as between the supplier and Zenith.
- Not provide any service, or enter any arrangement, which facilitates Zenith being involved directly or indirectly in financial crime.
- Perform appropriate risk-based due diligence on its own customers and supply chain.
- Not enter into any agreement which unlawfully restricts competition for or on behalf of Zenith or its business partners.
- Avoid doing anything which would position the supplier, or Zenith, in violation of applicable sanctions and export controls.

Suppliers are also encouraged to operate whistleblowing procedures which enable employees to 'speak-up' in confidence about potential misconduct.