



# Supplier Standards of Conduct

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# Introduction



One of Accenture's key objectives as a responsible business is to help build supply chains that are more sustainable and more inclusive. By encouraging a mindset of responsible buying both inside and outside Accenture, we are helping generate long-term value for our clients, supplier partners and communities. Accenture is committed to upholding the highest ethical and professional standards consistent with our core values, and the Accenture Code of Business Ethics. Since 2008, we have been committed to the 10 Principles of the United Nations Global Compact, supporting its efforts to advance sustainability, equality and human rights. As a Global Compact member, we champion the UN Sustainable Development goals.

The relationship between Accenture and our suppliers is an important component to achieving our objectives as a responsible business as we help build supply chains that are more sustainable and inclusive in our business. Our Accenture Supplier Standards of Conduct, which supplement our Code of Business Ethics, set forth the standards and practices that Accenture suppliers are required to uphold.

Accenture is committed to helping its suppliers comply with these standards. In turn, Accenture expects its suppliers to apply these standards to their suppliers.

Thank you for your continued efforts and collaboration to adhere to our Supplier Standards of Conduct. Please direct all questions about these standards to:

[procurement.support@accenture.com](mailto:procurement.support@accenture.com)

**Patricia Miller**

Interim Chief Procurement Officer

# Our Supplier Standards of Conduct at a glance

Our Supplier Standards of Conduct is built on the framework of Accenture's core values: **Stewardship, Best People, Client Value Creation, One Global Network, Respect for the Individual and Integrity**. Our core values shape the culture and define the character of our company. They guide how we behave and make decisions. Each core value is supported by action statements and specific behaviors that we expect of our suppliers.

## 01

### Stewardship

- 1.1 Comply with all applicable environmental laws
- 1.2 Reduce negative environmental impact

## 02

### Best People

- 2.1 Do not discriminate in employment or hiring practices
- 2.2 Complete Accenture required training

## 03

### Client Value Creation

- 3.1 Deliver quality and comply with terms and conditions of Accenture contracts
- 3.2 Submit accurate proposals and invoices to Accenture
- 3.3 Ensure accessibility to Persons with Disabilities

## 04

### One Global Network

- 4.1 Comply with applicable competition laws
- 4.2 Comply with all applicable international trade controls
- 4.3 Comply with all applicable anti-money laundering and counter-terrorist financing laws
- 4.4 Ensure privacy and personal data protection and security
- 4.5 Comply with all applicable conflict minerals rules and laws
- 4.6 Use data and new technologies responsibly
- 4.7 Design, develop, and deploy artificial intelligence responsibly

## 05

### Respect for the Individual

- 5.1 Treat people with respect and dignity
- 5.2 Allow employees the freedom of association and collective bargaining
- 5.3 Do not use, encourage or engage in forced labor, human trafficking or harmful child labor
- 5.4 Comply with all applicable employment laws
- 5.5 Provide a safe, healthy work environment
- 5.6 Do not participate in inappropriate use of social media

## 06

### Integrity

- 6.1 Do not offer inappropriate gifts or entertainment to Accenture employees or third parties
- 6.2 Comply with all anti-corruption laws including the U.S. Foreign Corrupt Practices Act and U.K. Bribery Act 2010

# 01

## Stewardship

Accenture suppliers are conscious of their impact on the environment and strive to minimize negative impacts to preserve natural resources for future generations. At a minimum, Accenture suppliers comply with all applicable environmental laws and regulations, and consider additional environmental management on their most significant environmental aspects. With respect to climate change, this should include ambitious carbon reduction targets, approved by the Science Based Target initiative to mitigate impact on climate change. Climate target plans should include consideration for the principles of the circular economy in product design, manufacturing, and end-of-life management, where appropriate.

### 1.1 Comply with all applicable environmental laws

Accenture suppliers comply with all applicable environmental laws, regulations and standards.

### 1.2 Reduce negative environmental impact

Accenture suppliers commit to reducing their negative environmental impact and provide visibility to their progress toward this commitment. They encourage the development and use of environmentally friendly technologies and practices and the reduction of negative environmental impacts throughout their supply chain.

# 02

## Best People

Accenture suppliers attract and develop the best talent for their business regardless of individual characteristics. They ensure that their employees take any required Accenture training.

**2.1 Do not discriminate in employment or hiring practices**

Accenture suppliers do not treat people differently or less favorably in relation to any hiring or employment decision because of characteristics that are not related to an individual's contributions, skills or capabilities, or the inherent requirements of the job. Many local laws around the world prohibit discrimination against people on the basis of certain characteristics, including discrimination based on race, religion, age, gender, gender identity or expression, sexual orientation, nationality, social or ethnic origin, marital status, pregnancy, disability, HIV/AIDS status, political affiliation, or union membership. Accenture suppliers comply with all such laws against discrimination. In certain countries, local laws may require Accenture suppliers to, or may give Accenture suppliers the right to, protect or give priority to a particular category of people when taking certain hiring or employment decisions. Accenture suppliers comply with all such laws, which prevail in the relevant jurisdictions.

**2.2 Complete Accenture required training**

Accenture suppliers help their employees to comply with our Supplier Standards of Conduct by ensuring that supplier employees take Accenture provided training when required (for example, when they interact with Accenture's clients or have access to data or facilities managed by Accenture or Accenture's clients).

**03****Client Value Creation**

Accenture suppliers provide value for money and continually seek to improve their products and services.

**3.1 Deliver quality and comply with terms and conditions of Accenture contracts**

Following award of a contract, Accenture suppliers comply with all specifications, requirements and terms and conditions. They do not substitute a different product or service, or use others to support Accenture contracts, without appropriate prior approval.

**3.2 Submit accurate proposals and invoices to Accenture**

Accenture suppliers preparing proposals, bids or contract negotiations for Accenture and our clients must be certain that all statements, communications and representations are accurate and truthful. They maintain accurate books and records. Accenture suppliers submit accurate invoices and promptly correct any errors and provide Accenture with reasonable access to relevant business records and employees.

### **3.3 Ensure accessibility to Persons with Disabilities**

Accenture suppliers must ensure that accessibility needs are included as part of their own procurement processes. Accenture suppliers who sell or license hardware, software, web, learning and information technology or offer technology solutions as part of their products and services must also ensure that all products, software and/or services that are provided to Accenture meet all relevant accessibility standards, including (but not limited to) Web Content Accessibility Guidelines 2.1 AA (WCAG 2.1 AA) or any update or revision to these Guidelines.

## **04**

### **One Global Network**

Accenture suppliers mobilize the power of teaming across organizational and geographical boundaries to deliver consistently exceptional products and services. They understand and comply with laws and regulations that apply to their business.

#### **4.1 Comply with applicable competition laws**

Accenture suppliers comply with competition laws wherever they do business. In particular, Accenture suppliers understand and comply with all applicable competition laws, including those related to teaming and information sharing with competitors (whether through joint ventures, alliances or other collaborations).

#### **4.2 Comply with all applicable international trade controls**

Accenture suppliers understand and comply with all applicable international trade controls (i.e., export controls, economic sanctions, and anti-boycott laws).

#### **4.3 Comply with all applicable anti-money laundering and counter-terrorist financing laws**

Accenture suppliers comply with anti-money laundering and counter-terrorist financing laws wherever they do business, and do not engage in or assist any third parties with these crimes.

#### **4.4 Ensure privacy and personal data protection and security**

Accenture suppliers comply with applicable privacy and data protection laws (including GDPR, [2021 EU SCCs](#) requirements, [the European Court of Justice's ruling in Schrems II from 16 July 2020](#)). Accenture suppliers follow best industry practices and relevant guidance to ensure personal data is protected and secure. Accenture suppliers protect and secure Accenture and Accenture Clients' personal data (Accenture Personal Data) received, stored, or otherwise processed, transferred in accordance with contractual obligations and [Accenture's Supplier Security Requirements](#). They do not reuse, sell, share or make available Accenture Personal Data for their own business purposes without prior permission.

Accenture suppliers employ adequate internal policies to process and transfer Accenture Personal Data, including:

- a) policies or procedures to manage requests from public authorities to access Accenture Personal Data,
- b) data access and confidentiality policies and procedures,
- c) data minimization and data retention policies and procedures, and
- d) data security and data privacy policies and procedures.

Accenture suppliers maintain a documented log of requests for access to Accenture Personal Data received from public authorities and the response provided.

Where legally permitted, Accenture suppliers inform Accenture, as soon as reasonably practicable, of any government request relating to Accenture Personal Data. If informing Accenture is not legally permitted, Accenture suppliers take reasonable steps to have Accenture informed by or on behalf of the public authority as soon as practicable.

Accenture suppliers ensure that any use, sharing or retention of Accenture Personal Data is based on consent or a legitimate, compelling business purpose, or other mandatory legal requirement, and strictly in accordance with the contractual terms and conditions agreed with Accenture and applicable legal requirements in force.

#### **4.5 Comply with all applicable conflict minerals rules and laws**

Accenture suppliers comply with all applicable conflict minerals rules and adopt policies and procedures that are reasonably designed to prevent products or parts that are not responsibly sourced from entering Accenture's supply chain.



Accenture suppliers participate in Accenture’s due diligence efforts by (i) annually reporting to Accenture regarding 3TG minerals (tantalum, tin, tungsten and gold) being sourced for parts that are used in its products, (ii) cooperating with any inquiries or due diligence that Accenture chooses to perform with respect to the 3TG minerals used in its products and (iii) working with their own suppliers to identify the chain of custody of any 3TG minerals supplied and used in Accenture’s products (including the country of origin, smelter or refiner, mine location and status of any 3TG Minerals).

#### **4.6 Use data and new technologies responsibly**

Accenture suppliers safeguard the data of Accenture, its clients and business partners, including their employees and customers, as well as the data of third parties. Accenture suppliers obtain appropriate permissions to utilize such data for advanced analytics and artificial intelligence. Suppliers do not use such data to train artificial intelligence technologies or models without Accenture’s specific and express permission to do so. In addition to complying with data privacy and other applicable laws and protecting data from unauthorized use or disclosure, Accenture suppliers use data—and related new technologies—responsibly and address ethical and legal considerations that may arise.

#### **4.7 Design, develop, and deploy artificial intelligence responsibly**

Accenture suppliers are responsible for the governance, design, development, monitoring, and performance of their AI systems. They prioritize human-centric approaches in their processes, establish governance frameworks that uphold honesty and fairness in system decisions, and ensure that their AI systems are safe, secure, auditable, transparent, and explainable. The outcomes of Accenture supplier AI systems align consistently with Accenture’s core values, Code of Business Ethics, Responsible AI Principles, and Accenture’s commitment to being a responsible business.

## **05**

### **Respect for the Individual**

Accenture suppliers value diversity, ensure an inclusive environment and treat people with respect and dignity.

#### **5.1 Treat people with respect and dignity**

Accenture suppliers support and respect internationally recognized human rights as expressed in the International Bill of Human Rights and the principles concerning fundamental rights set out in the International Labor Organization's Declaration on Fundamental Principles and Rights at Work (links to these documents are set out in the Additional Information section below).

Accordingly, Accenture suppliers treat people with dignity and respect, and maintain a respectful and safe, inclusive and accessible workplace, physical and virtual. They do not tolerate physical violence, threats, corporal punishment, mental coercion, verbal abuse, disrespectful behavior, bullying or harassment of any kind (whether or not such harassment is legally prohibited on the basis of protected characteristics).

In addition, Accenture suppliers shall not place unreasonable restrictions on the freedom of movement of their workers.

## **5.2 Allow employees the freedom of association and collective bargaining**

Accenture suppliers recognize and respect the right of their people to freely join or refrain from joining worker organizations of their choosing and entering into collective bargaining as permitted by law.

## **5.3 Do not use, encourage or engage in forced labor, human trafficking or harmful child labor**

Accenture suppliers do not use, encourage or engage in human trafficking, slavery, servitude, forced, bonded, compulsory, indentured or involuntary labor. Employees of Accenture suppliers voluntarily agree to the terms and conditions of their employment without coercion, and can freely terminate their employment either (i) immediately without notice, or (ii) on reasonable notice (required notice periods are always set out in employment contracts and vary in relation to the seniority of the employee and the requirements of local laws).

In addition, where permitted by applicable local employment laws, Accenture suppliers may recover from an employee who terminates their employment within a defined period: (i) training expenses, (ii) payments made for retention purposes, and (iii) hiring bonuses or other variable compensation. Notwithstanding this, Accenture suppliers do not require employees to work a longer period than their contractual notice period in order for the Accenture supplier to recover such expenses, payments or bonuses.

Accenture suppliers do not use, encourage or engage in human trafficking. They do not, among other things: destroy, conceal, confiscate or otherwise deny employees' access to identity or immigration documents; charge workers recruiting fees; employ recruiters that violate labor laws; provide housing that fails to meet safety or housing laws; use fraudulent or misleading recruitment practices; or fail to provide written work documents, where required, or provide documents in a language that their workers do not understand.

Accenture suppliers do not use, encourage or engage child labor. Child labor means labor that deprives children of their childhood, their potential and their dignity, and that is harmful to their physical or mental development. Many countries have a minimum age for employment or work — Accenture suppliers understand and respect those requirements. They do not employ people under the age for completing compulsory education. Accenture suppliers may operate workplace apprenticeship, work experience or internship programs that comply with applicable laws.

#### **5.4 Comply with all applicable employment laws**

Accenture suppliers comply with all applicable employment laws and regulations, including those around working time, overtime, and minimum wage requirements. In addition, Accenture strongly encourages all its suppliers whose people directly provide services to Accenture and/or its clients to commit to paying all such people a living wage, which will be higher than the legal minimum wage requirement and will take into account relevant actual living costs.

#### **5.5 Provide a safe, healthy work environment**

Accenture suppliers are committed to the health and safety of their people and of visitors to their work locations. Accenture suppliers comply with all applicable health and safety laws, provide a safe, healthy working environment and take the necessary precautions to protect everyone from workplace injuries and occupational disease.

Accenture suppliers take all necessary steps to prevent transmission of contagious disease. Accenture suppliers in direct contact with Accenture or Accenture's clients comply with Accenture's workplace hygiene standards and notification policies. They should inform Accenture as soon as they are aware that one of their workers may have worked with Accenture employees or clients while ill and/or while contagious and ensure that the person remains away until no longer contagious. In such an event or for additional guidance, Accenture suppliers can contact Accenture Security Operations Centre on +1.202.728.0645. ASOC is available 24 hours a day, seven days a week, 365 days a year (accepts collect calls).

#### **5.6 Do not participate in inappropriate use of social media**

Accenture suppliers do not tolerate disrespectful or unprofessional usage of social media (whether or not such usage relates to Accenture, its business, clients, employees or business partners) such as posting content that is abusive, malicious, obscene, threatening or intimidating, or that contains ethnic, religious, gender or other derogatory statements in any message or post.

# 06

## Integrity

Accenture suppliers understand and comply with all applicable laws. Accenture suppliers inspire trust by taking responsibility, acting ethically and encouraging honest and open debate.

### **6.1 Do not offer inappropriate gifts or entertainment to Accenture employees or third parties**

Accenture suppliers do not make bribes or any other improper payment directly or through a third party in the form of gifts or entertainment to Accenture employees, public officials, commercial clients, business partners and other third parties; and employees of Accenture suppliers do not accept gifts or entertainment from third parties that are, or could be perceived as, bribes.

### **6.2 Comply with all anti-corruption laws including the U.S. Foreign Corrupt Practices Act and U.K. Bribery Act 2010**

Accenture is committed to conducting its business in an honest and ethical manner and has zero tolerance for corruption or any other activity that violates anticorruption laws in any place we conduct business. Accenture suppliers comply with all applicable anti-corruption laws and regulations, including the U.S. Foreign Corrupt Practices Act and the U.K. Bribery Act 2010.

In connection with doing business with or on behalf of Accenture, Accenture suppliers do not offer, promise, authorize, give, demand or accept any gift, loan, fee, reward or other advantage to or from any person as an inducement; to do something which is dishonest, illegal or a breach of trust; to obtain, retain or direct business; or to secure any other improper advantage. Under these standards, improper payments include offers, promises, authorizations or payments of anything of value to expedite routine government actions.

Accenture suppliers shall implement procedures to ensure its employees and suppliers comply fully with applicable anti-corruption laws and these standards.

# Accenture's information and audit rights in relation to these Standards of Conduct

**7.1** Accenture may from time to time request certain information from Accenture suppliers in relation to their compliance with these Standards of Conduct in order that Accenture may fulfil its obligations with regard to monitoring, reporting and verification of its supply chain. Accenture suppliers shall comply with such requests in a full and timely manner.

**7.2** Accenture may audit, at its own cost and expense, the Accenture supplier's adherence to these Standards of Conduct in relation to the locations where, or from which, goods or services are provided to Accenture. Such audits may be conducted during normal business hours once annually, and Accenture will provide at least 60 days prior written notice of its intention to conduct such an audit. Accenture will conduct such audits in a manner that will result in minimal disruption to the Accenture supplier's business and HR operations. Accenture's employees or independent representatives (who must not be competitors of the Accenture supplier) will execute appropriate confidentiality agreements prior to such audit.

For the purposes of this audit, the Accenture supplier will provide Accenture's employees and independent representatives with reasonable access to relevant information about the Accenture supplier's policies and procedures. Unless otherwise agreed in writing, Accenture will not be entitled to audit other confidential information of the Accenture supplier, including: (a) information about other clients or business partners of the Accenture supplier; (b) cost or pricing information; (c) internal employee surveys or survey results; (d) employee demographic information; (e) information about grievances or legal claims; (f) legally privileged advice; or (g) non-public personal data relating to employees (including individual training records).

**7.3** Accenture shall notify the Accenture supplier if any matters of concern are identified by its audit and/or information provided by it, and authorised officers of Accenture supplier meet with Accenture to discuss such concerns within 10 business days of notice where the concern identified is material in nature.

# Violation of these Standards of Conduct or applicable laws

- 8.1** Failure to comply with these Standards of Conduct or with applicable laws will entitle Accenture to immediately terminate the Accenture supplier as a supplier to Accenture and/or to disclose the matter to appropriate authorities, regulators and/or law enforcement bodies. If permitted by applicable law, Accenture will inform the Accenture supplier of the matter and give the Accenture supplier a reasonable opportunity to respond, before Accenture discloses the matter to the relevant authority, regulator or law enforcement body.
- 8.2** Accenture suppliers encourage a culture of transparency within their organization and supply chain and encourage employees to speak up with legal and ethical concerns, both through line management channels and/or formal reporting channels. Accenture suppliers must report suspected violations of these standards by the Accenture supplier (or by its own employees, contractors, sub-contractors or suppliers). Accenture suppliers must also report any specific issue of which they become aware regarding Accenture's financial affairs, accounting practices, auditing matters, corruption or fraud, or any behavior by Accenture employees which is inconsistent with the standards set out in this Code.
- 8.3** Such reports must be made to the Accenture Business Ethics Helpline, where you may report your good faith concern via the web or obtain country-specific phone number to speak with an agent 24 hours a day, seven days a week: <https://businessethicsline.com/accenture>. In most cases, you may remain anonymous when using the Accenture Business Ethics Helpline; however, in certain countries this may not be the case due to local legal restrictions.

Accenture suppliers must prohibit any retaliation against any Accenture supplier employee who: (1) comes forward to raise, in good faith, a concern about a violation of any law and/or any violation of these Standards of Conduct; or (2) assists Accenture, or a law enforcement authority, by providing information to address a concern. In these Standards, "retaliation" means unfair treatment of any kind that follows from the raising of a good faith concern (or any threat of such unfair treatment).

- 8.4** Subject always to Accenture's disclosure rights in section 8.1, Accenture treats all allegations seriously and in strict confidence. Depending on the nature and circumstances of the allegation, Accenture may seek to work – if and when appropriate – with the Accenture supplier and other affected parties in order to reach a proper and timely resolution.
- 8.5** Additionally, Accenture suppliers in the United States may report concerns relating to human trafficking to the Global Human Trafficking Hotline at 1-844-888-FREE (3733) or at [help@befree.org](mailto:help@befree.org).

# Where to go for additional information and help

[Accenture Code of Business Ethics](#)

[Accenture Core Values](#)

[United Nations Global Compact](#)

## **International Bill of Human Rights:**

<https://www.ohchr.org/en/what-are-human-rights/international-bill-human-rights>

## **International Labor Organization’s Declaration on Fundamental Principles and Rights at Work:**

<http://www.ilo.org/declaration/lang--en/index.html>

## **If you have questions about our Supplier Standards of Conduct, please**

contact Accenture at [procurement.support@accenture.com](mailto:procurement.support@accenture.com)

### **Please Note**

- **Additional requirements may apply for suppliers supporting Accenture’s business with U.S. government clients, as set forth in Accenture’s Standards of Federal Business Ethics and Conduct at:**  
<https://www.accenture.com/us-en/company-ethics-code>
- Accenture reserves the right to update these Standards from time to time to reflect changes in the regulatory or business climate
- Access to Accenture’s Code of Business Ethics, these Standards, Accenture policies or Accenture training shall not be construed as, and in no way implies that, supplier employees are employees of Accenture; the essential terms and conditions of supplier employee employment continues to be the sole responsibility of and governed by the supplier.

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