

Karzo Vendor Code of Conduct

I. Introduction: Purpose and Scope

Karzo Singapore Pte Ltd and its entities Karzo (Myanmar) Co., Ltd and Karzo (Bangkok) Co., Ltd and Karzo (Cambodia) Co. Ltd (collectively, "Karzo") are committed to conducting business with the highest ethical standards, integrity, and social and environmental responsibility. We recognize suppliers, vendors, clients, and stakeholders as integral partners in our operations and value chain. This Code of Conduct outlines the fundamental expectations for all suppliers, vendors, contractors, and subcontractors providing services to Karzo, including but not limited to transportation, customs clearance, and freight forwarding. It extends to suppliers' employees, agents, and representatives, and suppliers are responsible for ensuring that their subcontractors and third parties are aware of and comply with this Code.

This Code is based on:

- **Legal Compliance:** Adherence to all applicable laws and regulations.
- **Ethical Conduct:** Upholding integrity, honesty, and fairness.
- **Service Excellence:** Delivering high-quality, efficient, and reliable services.
- **Respect for Human Rights:** Ensuring fair labor practices and fundamental rights.

II. Compliance with Laws and Regulations

Vendors must operate in full compliance with all applicable local, national, and international laws, rules, regulations, and permits in Singapore, Thailand, Myanmar, and Cambodia. Where this Code establishes a higher standard, vendors must adhere to it.

Specific requirements include:

- **Transportation:** Compliance with transportation laws, traffic regulations, and safety standards.
- **Customs Clearance:** Adherence to import/export regulations and documentation requirements.

- **Freight Forwarding:** Compliance with shipping laws, liability conventions, and related regulations.

Vendors must also comply with international trade, export control, and sanctions regulations, including understanding and adhering to economic or trade sanctions.

III. Ethical Conduct and Business Integrity

Vendors must conduct business with honesty, integrity, and fairness.

- **Anti-Corruption:** Bribery, corruption, extortion, embezzlement, and kickbacks are strictly prohibited. Facilitation payments are discouraged.
- **Gifts and Hospitality:** Gifts and hospitality must be reasonable, infrequent, and serve a legitimate business purpose. Cash gifts are prohibited.
- **Due Diligence:** Vendors must implement measures to prevent corruption and report any suspected instances.
- **Fair Competition:** Compliance with antitrust and fair competition laws, including prohibitions on price fixing, bid rigging, and market allocation.
- **Conflicts of Interest:** Vendors must avoid and disclose any conflicts of interest or the appearance of conflicts.

IV. Standards of Service and Service Level Agreements (SLAs)

Vendors must provide high-quality, efficient, and reliable services that meet or exceed industry benchmarks and comply with SLA requirements and client-specific instructions.

- **Transportation:** Ensure on-time delivery, careful handling of goods, adherence to safety regulations, and efficient communication.
- **Customs Clearance:** Ensure accurate and timely completion of customs documentation, compliance with regulations, and proactive communication of potential issues.
- **Freight Forwarding:** Demonstrate efficiency in shipment planning and coordination, select reliable carriers and routes, and maintain transparent communication.

V. Behaviour and Professional Conduct

Vendors and their personnel must interact respectfully and professionally with Karzo's employees, clients, and stakeholders.

- **No Harassment or Discrimination:** Zero-tolerance for any form of harassment or discrimination.
- **Professional Appearance and Demeanor:** Maintain a professional appearance and exhibit courteous behavior, especially when interacting with clients.
- **Substance Abuse:** Karzo has a **zero-tolerance policy** regarding vendors and their personnel being under the influence of alcohol or drugs while operating or conducting services on behalf of Karzo.

VI. Labour and Human Rights

Karzo requires fair labor practices and respect for human rights.

- **No Forced Labour:** All forms of forced, compulsory, or indentured labor are strictly prohibited.
- **No Child Labour:** Compliance with minimum age requirements for employment.
- **Safe Working Environment:** Compliance with occupational health and safety laws.
- **Fair Compensation:** Compliance with wage, benefit, and working hour laws.
- **Freedom of Association:** Respect for employee rights to freedom of association and collective bargaining.

VII. Confidentiality and Data Protection

Vendors must protect confidential information and comply with data protection laws.

- **Confidential Information:** Protection of proprietary, confidential, and sensitive information.
- **Data Security:** Compliance with data protection laws and implementation of security measures to protect personal data.
- **Intellectual Property:** Respect for intellectual property rights.

VIII. Health, Safety, and Environment (HSE)

Karzo requires HSE responsibility.

- **Environmental Compliance:** Compliance with environmental laws and regulations.
- **Worker Safety:** Implementation of robust safety protocols and procedures.

IX. Reporting Violations and Confidentiality

Karzo is committed to maintaining transparency and accountability. Vendors are encouraged to report any suspected violations of this Code of Conduct, or any unethical or illegal conduct, promptly and in good faith.

To report any concerns or suspected violations, please email:

vendorcompliance@karzo.com

All reports will be treated with strict confidentiality. Karzo prohibits retaliation against anyone who reports a violation in good faith.

Karzo may conduct audits to ensure compliance with this Code. Vendors are expected to fully cooperate with any audits or investigations.

This Vendor Code of Conduct is published on the Karzo website and is available as a PDF for download.

X. Consequences of Non-Compliance

Non-compliance may result in corrective actions, increased monitoring, suspension, or termination of business relationships with Karzo Singapore Pte Ltd and its entities in Thailand, Myanmar, and Cambodia.

XI. Review and Updates

This Code will be reviewed and updated as needed.

XII. Conclusions

Vendors must adhere to this Code to maintain a business relationship with Karzo Singapore Pte Ltd and its entities in Thailand, Myanmar, and Cambodia.



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Document History

Date	Version	Remarks	Update by
12th March 2025	V1.0	New Vendor Code of Conduct to be published on website	Simon Howett

Simon Howett

Chief Operating Officer

Karzo Group

Karzo Singapore Pte Ltd

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