

# coastcapital Supplier Code of Conduct

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## Purpose and Scope

This Supplier Code of Conduct (“Code”) sets out the principles and expectations as to how organizations, including their representatives and employees, and Subcontractors (together “Suppliers”), who supply goods and services to Coast Capital, its subsidiaries or affiliates (“Coast Capital”) are to conduct business with and deal with Coast Capital.

Coast Capital’s social purpose is to “**Build Better Futures Together**” with a vision to unlock financial opportunities that positively impact people and communities, which includes eliminating social harms, scaling social benefits, and growing for good.

We expect Suppliers to comply with this Code and to operate in accordance with principles that align to ours, and in a manner which is consistent with prudent business practices.

Where there is a conflict between the language in the Code and the contract between Coast Capital and the Supplier, it is understood that the terms in an existing contract will apply.

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## Business Integrity

### 1. Compliance with Laws

In all their activities, Suppliers must ensure they conduct business in compliance with the applicable laws, rules, and regulations of the jurisdictions in which they operate.

### 2. Conflicts of Interest

Conflicts of interest, including potential and perceived conflicts of interest, must be avoided. If they arise, Suppliers are expected to disclose material conflicts to Coast Capital and work with Coast Capital to manage and resolve the matter. In their relationship with our employees, Suppliers must not try to gain improper advantage or preferential treatment for other relationships they may have with us (for example, as a client).

### 3. Gifts and Entertainment

The nature of any gifts or entertainment must not, by their quality, quantity or timing, be used by Suppliers to gain improper advantage or preferential treatment from Coast Capital employees.

### 4. Anti-bribery and Anti-corruption

Suppliers must not engage directly or indirectly in any activities that would put Coast Capital at risk of violating anti-bribery and anti-corruption laws.

### 5. Taxation

Suppliers must comply fully with all their obligations in relation to all taxes due within the jurisdictions in which they operate. Suppliers must not participate in tax evasion or facilitate tax evasion by others.

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## Responsible Business Practices

### 1. Privacy and Information Security

Suppliers must process and store information as agreed with Coast Capital and have appropriate privacy / data protection and information security policies and procedures in place to protect personal and confidential information. Suppliers must notify Coast Capital immediately of any actual or suspected privacy breaches, security breaches, or losses of our information. Further, Suppliers must assist Coast Capital in managing any consequences arising from such events in accordance with our contract.

### 2. Business Resumption and Contingency Planning

For some services performed by Suppliers, due to the significance for our businesses or the types of activities that may be involved, we expect that the Supplier's business continuity and disaster recovery plans are developed, maintained and tested in accordance with applicable regulatory, contractual and service level requirements.

### 3. Outsourcing and Subcontracting

When outsourcing or subcontracting, it is important for Coast Capital to know the locations of where the work will be performed, the possibility of cross-border movement of any Coast Capital data, and the identity of parties involved.

### 4. Environmental Management

Suppliers must have the appropriate management policies and procedures in place to minimize material negative environmental impacts and comply with all environmental laws. Suppliers are also expected to support Coast Capital's efforts to reduce our adverse environmental impacts, where appropriate.

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## Responsible Treatment of Individuals

### 1. Respect and Diversity

Suppliers must maintain workplaces characterized by professionalism, and respect for the dignity of every individual with whom their employees interact, including respect for differences such as gender, gender identity, gender expression, race, colour, age, disability, sexual orientation, ethnic origin and religion. Suppliers must not tolerate harassment, discrimination, violence, retaliation and other disrespectful or inappropriate behaviour.

Coast Capital expects its Suppliers to embrace an inclusive supply chain by affording equality of opportunity to businesses owned by women, Indigenous people, minorities/visible minorities, members of the LGBTQ+ community, people with disabilities, veterans and service disabled veterans.

### 2. Employment Practices

Suppliers must abide by applicable employment standards, labour, non-discrimination and human rights legislation. Where laws do not prohibit discrimination, allow for differential treatment, or ensure basic standards for employees we expect Suppliers to be committed to non-discrimination principles, not to operate in a way that unfairly differentiates between individuals and ensure the wellness of their employees. Suppliers must be able to demonstrate that:

- Wages and hours of work meet employees' basic needs and the supplier will make every effort to ensure that workers receive compensation for work aligned to basic, local standards.
- Child, forced, or compulsory labor is not used.
- Discrimination and harassment are prohibited
- Retaliation for speaking up is prohibited and employees are free to raise concerns without fear of reprisal.
- Appropriate and reasonable background screenings, including investigations for prior criminal activity, have been conducted to the extent required by our contract
- Uniformly applied employment standards are used that meet or exceed legal and regulatory requirements.

### 3. Health and Safety

We expect Suppliers to provide healthy and safe workplaces and comply with relevant health and safety laws. Suppliers are also expected to provide all their employees with adequate information and instruction on health and safety concerns and to enable their employees to meet their responsibilities for the maintenance of a healthy and safe workplace.

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## Suppliers Operating in Canada

In addition to acknowledging the Code, Coast Capital's expectation is that Suppliers that operate their business and provide services within Canada will support our commitment to Canadian jobs, minority small business ownership and living wage employment.

Certified B Corporations are businesses that meet the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose.

To encourage positive social impacts, Coast Capital will provide greater preference to suppliers that are social purpose driven and those that are a Certified B Corporation.

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## Monitoring and Reporting of Violation

Coast Capital maintains the right to monitor a Supplier's compliance to the Code. Coast Capital may request information from a Supplier as to their compliance with the principles of this Code and may take or direct corrective action as appropriate.

Any person with reason to believe that the spirit or principles of this Code are not being respected by a Coast Capital Supplier is asked to report to:

Strategic Supplier Sourcing

E-mail: [strategicsourcinginbound@coastcapitalsavings.com](mailto:strategicsourcinginbound@coastcapitalsavings.com)

The reporting of a violation of the Code may lead to an evaluation and an investigation by Coast Capital if warranted.