



@infobip

Global Sustainable Sourcing Policy

● 2.0

Introduction

At Infobip, we are committed to sustainable and responsible business practices across our operations and value chain.

Sustainable sourcing is an integral part of our environmental and social responsibility and supports long-term value creation for our business, partners, and society.

Our approach to climate action is guided by the Science Based Targets initiative (SBTi) and aligned with the latest climate science. We recognize that meaningful greenhouse gas (GHG) emissions reductions require collaboration across the value chain and that our suppliers play a critical role in minimizing climate-related risks and supporting the transition to a low-carbon economy.

Respect for human rights is fundamental to Infobip's business conduct. We expect our suppliers to uphold internationally recognized labour and human rights standards, including the prohibition of forced and child labour, the provision of safe and healthy working conditions, and the promotion of fair treatment, diversity, and equal opportunity.

Through these principles, Infobip seeks to build transparent, responsible, and resilient partnerships. As set out in Infobip's Business Partner Code of Conduct, suppliers are expected to comply with all applicable environmental, labour, and human rights laws and regulations and to promptly notify Infobip of any non-compliance related to their work with us.

To support adherence to these standards, Infobip reserves the right to conduct audits, either directly or through third parties, with reasonable notice and in accordance with applicable laws and contractual terms. Where necessary, suppliers may be required to implement corrective actions, and failure to do so may affect the business relationship.

Objectives

The key objectives of Infobip's Sustainable Sourcing Policy are to:

1. Reduce Environmental Impact

Minimize the environmental footprint of our supply chain by prioritizing suppliers who actively work to reduce greenhouse gas emissions, conserve resources, and manage waste responsibly.

2. Support Paris Agreement Climate Goals

Align supplier practices with our Science Based Targets initiative (SBTi) commitments, supporting measurable progress toward global climate objectives.

3. Promote Ethical and Legal Compliance

Ensure suppliers comply with applicable laws, regulations, and Infobip's Business Partner Code of Conduct, with particular attention to environmental, social, and governance (ESG) standards.

4. Protect Human Rights and Labour Standards

Uphold fundamental human rights by requiring fair labour practices, prohibiting forced and child labor, ensuring safe and healthy working conditions, and respecting the rights and dignity of all workers, in line with Infobip's Position Paper on Labor & Human Rights.

5. Promote Transparency

Encourage transparency through appropriate sustainability reporting and support continuous improvement in suppliers' environmental and social performance.

6. Build Resilient and Responsible Partnerships

Develop long-term, collaborative relationships with suppliers that share Infobip's commitment to sustainability, ethical conduct, and responsible innovation.

Scope

This Policy applies to Infobip Holdings Limited, Infobip Limited, and all of their subsidiaries (together, the "Infobip Group"). The Policy applies to all persons working for or on behalf of the Infobip Group, including employees at all levels, as well as to all suppliers, contractors, and business partners engaged by Infobip.

Sustainable Sourcing Commitments

To uphold our commitment to sustainable sourcing, we have established clear objectives across three core areas: **Environment, Labor and Human Rights, and Governance**. These principles guide our supplier relationships and procurement decisions to ensure responsible, ethical, and transparent supply chain management.

Environment

Infobip prioritizes the procurement of goods and services that minimize environmental impacts throughout their lifecycle, including responsible sourcing of materials, efficient use of energy and resources, and waste reduction. Suppliers are encouraged to:

- Reduce environmental footprint by reducing greenhouse gas emissions, conserving energy and water, and through proper waste management practices.
- Commit to set greenhouse gas emissions reduction targets in line with Science Based Targets initiative guidelines by 2030. Infobip holds the right to prioritize suppliers that have set and validated SBTi targets.
- Increase the share of energy sourced from renewable sources, including through on-site renewable energy systems, energy certificates or Power Purchase Agreements (PPAs), where such mechanisms are available.
- Comply with applicable product and chemical regulations, including the Restriction of Hazardous Substances (RoHS) Directive, Waste Electrical and Electronic Equipment (WEEE) Directive, and Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) Regulation, as verified through audits or self-assessments. Infobip holds the right to prioritize procurement of safe, non-toxic, and environmentally friendly materials and products, seeking safer alternatives wherever feasible.
- Adopt responsible conflict minerals sourcing practices by establishing relevant policies and conducting due diligence in line with the OECD Due Diligence Guidance. Infobip recognizes the risks associated with minerals sourced from conflict-affected and high-risk areas and is committed to responsible sourcing and compliance with applicable legal requirements related to conflict minerals.

Social

Infobip is committed to respecting and promoting human rights and ensuring that technology and business activities contribute positively to society. Our approach is guided by internationally recognized standards, including the UN Universal Declaration of Human Rights and the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, as well as its core conventions. Suppliers are encouraged to:

- Conduct business ethically and with integrity, operating in a lawful, fair, and responsible manner across all activities.
- Respect and promote human rights, including taking a zero-tolerance approach to forced labour, child labour, modern slavery, and human trafficking, and fostering working environments free from such practices.
- Monitor practices to ensure that slavery and human trafficking are not taking place business operations and in supply chain.
- Demonstrate adherence to ILO Conventions (ILO Equal Remuneration Convention C100 and ILO Discrimination Convention C111).
- Provide a safe and healthy working environment, including appropriate training, supervision, and resources, promoting a strong health and safety culture, and encouraging the reporting and remediation of unsafe conditions.
- Promote diversity, equity, and inclusion (DE&I) and apply a zero-tolerance approach to discrimination, harassment, and bullying. Suppliers are encouraged to implement relevant policies, provide training to employees, and establish accessible and effective worker grievance mechanisms, with the aim of having such mechanisms in place by 2030.

Governance

Infobip expects suppliers to apply sound governance practices and to manage environmental and social risks within their own operations and supply chains. Suppliers are expected to comply with applicable laws, regulations, and recognized industry standards related to sustainable procurement, environmental protection, ethical conduct, and social responsibility. Suppliers are encouraged to:

- Review, understand, and comply with Infobip's Business Partner Code of Conduct, available on Infobip's website.
- Adopt zero tolerance to bribery and corruption and align with Infobip's Anti-Bribery and Corruption Policy.
- Promote transparency and accountability by making reasonable efforts to disclose ESG-related data, policies, and goals in accordance with recognized sustainability standards and frameworks, such as the Global Reporting Initiative (GRI), Task Force on Climate-related Financial Disclosures (TCFD), and disclosure platforms including EcoVadis, CDP, or equivalent.

Hazardous Material Statement

Infobip encourages suppliers to minimize packaging and transportation. When necessary, all packaging, transportation, and handling of hazardous materials must comply with local regulations. We prioritize the procurement of safe, non-toxic, and environmentally friendly materials and products, seeking safer alternatives wherever feasible.

Conflict Minerals Statement

Infobip acknowledges the risks associated with minerals from conflict-affected areas, which may lead to human rights abuse and conflict. We are dedicated to responsibly sourcing minerals and complying with relevant legal obligations concerning conflict minerals.

Governance and oversight

The ESG Team and the Global Sourcing Team share responsibility for implementation and management of this Policy.

These teams work together to promote compliance and monitor adherence through appropriate mechanisms, which may include supplier engagement, interviews, assessments, surveys, and other reasonable due-diligence activities.



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