

# ZOOMINFO SUPPLIER CODE OF CONDUCT

## INTRODUCTION

This Supplier Code of Conduct (“Supplier Code”) applies to ZoomInfo suppliers and their subsidiaries, affiliates, employees, and subcontractors (each a “Supplier”) providing goods or services to ZoomInfo or for use in or with ZoomInfo or other ZoomInfo products. It sets out legal and social responsibility requirements for our Suppliers. These requirements are in addition to any requirements imposed by contract.

This Supplier Code outlines ZoomInfo’s expectations and guidelines with respect to responsible sourcing including our commitments to human rights, the environment, health and safety, business ethics, and the development of a diverse and sustainable supply chain. The Supplier Code is consistent with all our policies and procedures, including our Code of Business Conduct and Ethics and other related policies available at <https://ir.zoominfo.com>. It is aligned with the International Bill of Human Rights, The ILO Declaration on Fundamental Principles and Rights at Work, the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights, and the Ten Principles of the UN Global Compact, to which ZoomInfo is a signatory.

We require all Suppliers and business partners to comply with this Supplier Code. We expect our Suppliers and business partners to communicate these expectations throughout their supply chain by adopting efficient management systems, policies, procedures, and training to uphold the standards and expectations set forth in this Supplier Code within their own business operations.

We require our Suppliers to abide by all applicable national, state, and local laws/regulations in the markets where they operate; however, where local laws or standards differ from this Supplier Code, we expect our Suppliers to comply with the more stringent standards and principles.

In the spirit of continuous improvement, ZoomInfo is committed to working with and supporting our Suppliers to meet, and when possible, exceed, the requirements in this Supplier Code.

By its acceptance of any purchase order from ZoomInfo, each Supplier acknowledges its acceptance of the Supplier Code and intention to comply with its requirements. Suppliers will cooperate with any information requests or audits we may initiate to confirm their fulfillment of these responsibilities. Though we seek to work with Suppliers to improve conditions, we may terminate our relationship with any Supplier that fails to meet these responsibilities.

## LABOR AND HUMAN RIGHTS

ZoomInfo is committed to upholding the human rights of workers and treating them with dignity and respect. This applies to all workers, including temporary, migrant, student, contract, direct employee, and any other type of worker. As a result, Suppliers must manage their own workforce to achieve the following results:

- **No Forced Labor, Human Trafficking, or Other Modern Forms of Slavery.** Suppliers will not use or permit any form of forced, bonded, or indentured labor, including illegal child labor. All work must be voluntary, and all workers must be free to terminate their employment at any time. Suppliers will

not hold workers' identity, immigration, or work permit documents longer than reasonably necessary for administrative processing. Suppliers are expected not to require workers to pay recruitment fees or other fees for their employment, either directly or through third parties, and are expected to repay any worker that has paid such fees. Suppliers will not unreasonably restrict workers' freedom to move into, out of, or at working facilities. As part of the hiring process, suppliers are expected to give each worker a written agreement describing the worker's terms of employment in a language understood by the worker, and, if internationally relocating, the written agreement will be provided before they leave their country of origin.

- **No Child Labor.** Suppliers will not use child labor. “Child” means any person under age 15, under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is greatest. Suppliers may use legitimate, properly-managed apprenticeship programs, such as student internships. Unless otherwise addressed by local law, Suppliers are expected to pay student workers, interns, and apprentices at least the same wage rates as other entry-level workers performing equal or similar tasks.
- **Wage and Hour Compliance.** Suppliers will compensate their employees fairly and in accordance with applicable labor and employment laws, including without limitation paying legally-mandated wages and benefits, complying with the law regarding wage deductions, and providing workers with the basis on which workers are paid via pay stub or similar documentation. Suppliers are expected not to deduct from wages as a disciplinary measure.
- **Safe, Healthy, and Secure Workplace.** Suppliers will maintain a safe, healthy, secure, and productive workplace in compliance with all applicable laws regarding occupational health and safety and free from violence, harassment, and other forms of intimidation. Suppliers will integrate the following health and safety management requirements into business processes to provide workers with a healthy and safe work environment:
  - **Occupational Safety and Health.** Suppliers will comply with all applicable safety and health laws and regulations, and identify, evaluate, and control worker exposure to safety and health hazards, including chemical, biological, physical, and ergonomic stressors, through proper design, engineering controls, maintenance, safe work procedures, and ongoing health and safety guidance. Where these means cannot adequately control hazards, Suppliers will protect workers with appropriate personal protective equipment and provide them with information about risks to them from these hazards. Suppliers will implement procedures to prevent, manage, track, and report occupational injury and illness, including encouraging worker reporting, classifying and recording cases, providing medical treatment, investigating cases, implementing corrective actions, and facilitating workers' return to work.
  - **Emergency Preparedness.** Suppliers will identify and plan for potential emergencies, and will implement emergency plans and provide guidance to workers on emergency response procedures, including emergency reporting, worker notification and evacuation, drills, fire detection and suppression equipment, exit facilities, and recovery plans.
  - **Sanitation, Food, and Housing.** Suppliers will provide workers with ready access to clean toilet facilities, potable water, and sanitary food preparation, storage, and eating facilities. If Suppliers provide workers with residential facilities, those facilities will be clean and safe, with adequate personal space, entry and exit privileges, emergency egresses, heat and ventilation, and hot water for bathing and showering.

- **Freedom of Association and Political Activities.** Workers will be permitted to associate freely, bargain collectively, and seek representation in accordance with local laws. Suppliers are expected to permit workers to openly communicate and share grievances with management about working conditions, and to hold their own personal political viewpoints and vote in local, state, and national elections, without fear of reprisal, intimidation, or harassment.
- **Diversity, Equity, and Inclusion.** Suppliers will not permit harassment, abuse, corporal punishment, or inhumane treatment. Suppliers will not subject workers or potential workers to unlawful medical tests or physical exams. Suppliers will not discriminate or tolerate discrimination or harassment on the basis of race, sex, color, national or social origin, ethnicity, religion, age, disability, sexual orientation, gender identification or expression, political opinion, or any other status protected by applicable law. Workers' religious practices will be reasonably accommodated. In addition, Suppliers will demonstrate a commitment to promote a culture of diversity, equity, and inclusion through all aspects of workplace management.

## ENVIRONMENTAL

ZoomInfo is committed to addressing environmental challenges, promoting environmental responsibility, and supporting development and diffusion of environmentally friendly technologies, and we expect the same from our Suppliers. Suppliers will strive to adopt, track, and disclose environmentally sustainable business processes and minimize adverse effects on the community, environment, and natural resources while safeguarding the health and safety of the public. In addition:

- **Environmental Permits and Reporting.** Suppliers will obtain and keep current all required environmental permits, approvals, and registrations, and follow their operational and reporting requirements.
- **Resource Efficiency and Clean Energy.** Throughout their operations, Suppliers will work to reduce consumption of resources, including raw materials, energy, and water. Suppliers will track, document, and seek to minimize energy consumption and greenhouse gas emissions, and seek ways to improve energy efficiency and use cleaner, carbon-neutral sources of energy.
- **Hazardous and Restricted Substances.** Suppliers will identify and manage chemicals and other materials that pose a hazard to the environment, to ensure their safe handling, use, storage, and disposal. Suppliers will identify, monitor, control, treat, and reduce hazardous air emissions, wastewater, and waste generated from its operations. Suppliers will adhere to our requirements restricting use of specific substances, including labeling for recycling or disposal.
- **Waste Mitigation: Wastewater, Solid Waste and Stormwater Management.** Suppliers will work to reduce or eliminate waste of all types. Where waste cannot be eliminated, Suppliers will manage and control all waste streams to comply with applicable laws and regulations, and in an environmentally responsible and secure way; this includes, but is not limited to, preventing illegal discharges and spills from entering storm drains, and treating as required prior to discharge or disposal of all wastewater and solid waste from operations, industrial processes, and sanitation facilities.

## ETHICS AND COMPLIANCE

Suppliers will uphold the highest standards of ethics to promote honesty and integrity in business operations, including:

- **Business Integrity.** Suppliers will avoid even the appearance of conflicts of interest in their work with us, and will immediately disclose any known family or other close personal relationships with our employees who have an influence over their engagements with us. If Suppliers extend any business courtesies to our employees, they will do so infrequently, and the courtesies must comply with our Code of Business Conduct and Ethics. Suppliers will also accurately reflect their business dealings in their books and records. Suppliers will not offer or accept any form of bribery, corruption, extortion, or embezzlement. Suppliers will not make illegal payments directly or indirectly or engage in any fraudulent activities. Suppliers will implement monitoring and enforcement procedures to ensure compliance with all applicable anti-bribery and anti-corruption laws.
- **Intellectual Property.** Suppliers will respect intellectual property rights, and will conduct technology and know-how transfers in a manner protecting intellectual property rights.
- **Responsible Materials Sourcing.** Suppliers will maintain a policy reasonably assuring that, if applicable, any tantalum, tin, tungsten, and gold in products they manufacture does not directly or indirectly benefit armed groups that commit human rights abuses in or near the Democratic Republic of the Congo. Suppliers will exercise, and will make available to us upon request, due diligence on the source and chain of custody of these minerals.
- **Privacy and Information Security.** Suppliers will protect the privacy of personal information of everyone about whom they process data, including other suppliers, customers, consumers, and workers.
- **Accessibility.** Suppliers will embed relevant web accessibility standards, innovation, and best practices to deliver inclusive products and services for our users and stakeholders.

## **MANAGEMENT SYSTEM**

Suppliers are expected to adopt or establish a management system and/or processes to carry out these responsibilities. The management system will be reasonably designed to ensure Suppliers' operations: (a) comply with our requirements and applicable laws and regulations; (b) conform to these responsibilities; (c) identify and mitigate operational risks related to these responsibilities; and (d) facilitate continual improvement in the areas noted above.

**Effective Date: September 12, 2022**