



## VENDOR CODE OF CONDUCT

This Vendor Code of Conduct ("Code") applies to vendors ("Vendors") who provide services and goods to Conn's HomePlus ("Conn's"). Vendors must be committed to the highest standards of ethical conduct when dealing with employees, suppliers and customers. If Conn's believes that any Vendor has violated this Code, Conn's has the right to reevaluate its business relationship with the Vendor, up to and including the possibility of corrective action or termination of the relationship, and to proceed to secure any and all other rights and remedies available to it. Conn's reserves the right to reasonably change the requirements of this Code and, in such an event, expects the Vendor to accept such reasonable changes.

- **Compliance with Laws and Conn's Policies:** Vendors must comply with all applicable national and/or local laws and regulations, including but not limited to those related to labor immigration, health and safety, the environment and Conn's policies. To the extent that Conn's policies impose a higher standard than what is required by national and/or local laws and regulations on its Vendors, such higher standard will prevail. Vendors are also responsible for ensuring that subcontractors comply with the Conn's Code of Conduct.
- **Forced Labor:** All work must be voluntary and workers shall be free to leave work or terminate their employment with reasonable notice. Vendors shall not use any form of forced, bonded, indentured, trafficked, slave or prison labor, with the exception of government approved programs for those on parole, supervised release or on probation or in any penal or reformatory institution. All workers must not be required to surrender any government-issued identification, passports or work permits as a condition of employment, unless required by law. Vendors must provide workers with rest days and must ensure that working hours are consistent with local laws and not excessive.
- **Child Labor:** Child labor is strictly prohibited. The minimum age for employment shall be the higher of 16 years of age, the minimum age for employment in that country or the minimum age for completing compulsory education in the country of manufacture.
- **Employment Practices:** Vendors must have hiring practices that accurately verify workers' age and ability to legally work in the country.
- **Compensation:** Vendors must compensate all workers with wages, overtime premiums, and benefits that meet or exceed legal standards, or collective agreements, whichever are higher. Vendors are encouraged to provide wages that meet local industry standards.
- **Freedom of Association:** Vendors must respect the rights of all employees to choose whether to lawfully and peacefully form or join trade unions of their choosing and to bargain collectively. Vendors should not unlawfully interfere with, obstruct or prevent legitimate, lawful employee associations and related activities.
- **Health and Safety:** Vendors must provide all workers with a safe work environment in compliance with all applicable national and local laws and regulations. All workers are to be provided with appropriate personal protective equipment and workplace health and safety information and training. Vendors must take proactive measures to prevent workplace hazards.
- **Environment:** Vendors must comply with all national and local environmental laws applicable to air emissions, waste handling and disposal, water use, wastewater discharges, and hazardous and toxic substances. Vendors shall also validate and maintain records demonstrating that source materials were harvested in accordance with all international treaties in addition to national and local laws.

- **Confidentiality and Intellectual Property:** All Vendors and their representatives must respect and protect the confidentiality of information entrusted to them by Conn's or its customers. Confidential information includes all non-public or not easily obtained or determined information that might be of use to any third party, including competitors, or harmful to Conn's, its customers or employees if disclosed. Vendors shall respect and protect intellectual property rights and not use stolen or misappropriated technology.
- **Acceptance of Gifts and Benefits:** Conn's prohibits giving or accepting gifts or entertainment to or from any of its Vendors with the intent to influence business decisions. This applies to Conn's employees, agents, contractors, and each of their immediate family members. The following types of gifts and entertainment may never be offered, regardless of value:
  - cash or cash equivalents (i.e., gift cards)
  - any gifts that are or could be illegal
  - any gifts or entertainment (including meals, transportation and travel accommodations) offered in connection with an inspection, audit, during a bidding process involving the Vendor, or to a Conn's agent or consultant working on behalf of Conn's
- **Conflicts of Interest:** Vendors shall not engage in any activity with a Conn's employee which could create a real or perceived conflict of interest.
- **Anti-Corruption:** Vendors are required to comply with all applicable anti-corruption laws, including but not limited to the U.S. Foreign Corrupt Practices Act. Vendors shall not tolerate, permit, or engage in bribery, corruption, or unethical practices in dealings with public officials or individuals in the private sector.
- **Monitoring and Enforcement:** Vendors must maintain all documents to demonstrate compliance with this Code of Conduct and shall make such documents available to Conn's upon request.
- **Whistleblower Protection:** Vendors must maintain programs to ensure the protection of worker whistleblower confidentiality and prohibit retaliation against workers who participate in such programs in good faith or refuse an order that is in violation of the Code of Conduct. Vendors must provide an anonymous complaint mechanism for workers to report workplace grievances and Code of Conduct violations in accordance with local laws and regulations.