



Supplier Code of Conduct

Date: 30/7/25

Version 1: The document is under the direction of the Sustainability Chair and Operations Team

Introduction

As a valued external partner, you play a critical role in upholding the ethical, environmental, and social standards that define our approach to sustainable healthcare market research. This Code of Conduct outlines the expectations for all vendors, consultants, and service providers engaged in research activities on behalf of HRW or its clients.

1. Ethical Research Standards

- Conduct all research with honesty, transparency, and respect for participants.
- Ensure informed consent is obtained and that participant confidentiality is strictly maintained.
- Avoid any practices that could compromise the integrity or objectivity of research findings.

2. Environmental Stewardship

- Implement measures to reduce environmental impact, including minimizing waste, conserving energy, and using sustainable materials.
- Favor digital tools and remote methodologies to reduce travel and paper usage.
- Work with subcontractors and partners who share a commitment to environmental responsibility.

3. Social Responsibility and Labor Practices

- Comply with international labor standards, including the prohibition of forced or child labor.
- Promote diversity, equity, and inclusion in hiring, team composition, and participant engagement.
- Ensure safe, fair, and respectful working conditions for all personnel involved in research activities.

4. Data Privacy and Security

- Adhere to all applicable data protection regulations (e.g., GDPR, HIPAA).
- Maintain secure systems and protocols to protect sensitive data.
- Use collected data solely for its intended and approved purposes.

5. Sustainable Procurement and Collaboration

- Engage in responsible sourcing and procurement practices.
- Demonstrate a commitment to continuous improvement in sustainability performance.
- Collaborate openly with HRW to align on sustainability goals and share best practices.

6. Transparency and Accountability

- Disclose any potential conflicts of interest or breaches of this Code.
- Participate in sustainability assessments or audits upon request.
- Take prompt corrective action in response to any identified non-compliance.

7. Commitment to Continuous Improvement

- Stay informed of evolving sustainability standards and industry best practices.
- Invest in training and capacity-building to enhance sustainability competencies.
- Contribute to a culture of innovation and responsibility in healthcare market research.

Acknowledgment

By engaging in business with HRW, vendors agree to uphold the principles outlined in this Code of Conduct. Failure to comply may result in review, remediation requirements, or termination of the business relationship.

HRW Signature



Caitlin Robertson – Director, Fieldwork

Date 18/09/2025

Supplier signature

Date