

# Nationwide Supplier Code of Conduct



**Nationwide®**  
is on your side

Nationwide Supply Management Services

Updated September 2018



# Nationwide Supplier Code of Conduct

## *Introduction*

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Nationwide is committed to conducting business in an ethical, legal, and socially responsible manner.

This Supplier Code of Conduct sets forth certain minimum standards that Nationwide requires of all its suppliers, vendors, and contractors who provide third party goods and services to Nationwide (collectively, “Suppliers”). Other Supplier requirements shall be set forth in individual agreements between Nationwide and Supplier.

Suppliers shall adopt or establish a management system designed to ensure compliance with this Supplier Code of Conduct and all applicable laws and regulations. Suppliers shall also take appropriate steps to ensure that this Supplier Code of Conduct is communicated, adopted, and applied by all Supplier employees, contractors, subcontractors, agents, or workers (“Supplier Personnel”).

Nationwide reserves the right to require a certification of compliance of this Supplier Code of Conduct from all Suppliers.

## *Anti-Discrimination and Diversity*

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In all hiring and employment practices, Suppliers shall promote and provide a nondiscriminatory working environment that is inclusive for all employees irrespective of their race, color, age, gender, sexual orientation, gender identity, ethnicity, disability, genetic information, religion, national origin, ancestry, veteran status, marital status, or any other characteristic protected by law in the applicable jurisdiction. Suppliers shall support sourcing and procurement practices that promote diverse and/or minority certified entities as defined by the Federal Government or approved by national certifying agencies.

## *Corruption and Bribery*

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Corruption, extortion, and embezzlement, in any form, are strictly prohibited. Suppliers shall not offer or accept bribes or other means to obtain an undue or improper advantage. Suppliers shall uphold fair business standards in advertising, sales, and competition.

## *Privacy*

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Suppliers shall follow reasonable procedures for the handling and retention of confidential information and shall abide by all applicable privacy laws, regulations and contractual obligations.

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## *Anti-Money Laundering and Anti-Terrorism*

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“Money laundering” is the converting of illegal proceeds by criminals, terrorists, or others to make the funds appear legitimate. Suppliers shall comply with all applicable anti-money laundering and anti-terrorism laws. Nationwide will conduct business only with Suppliers involved in legitimate business activities with funds derived from legitimate sources.

## *Workplace Conditions and Compensation*

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### **Health and Safety**

Suppliers shall provide Supplier Personnel with a safe and healthy workplace in compliance with all applicable laws and regulations. At a minimum, all Supplier Personnel shall have reasonable access to potable water, sanitary facilities, and adequate lighting and ventilation. Sound health and safety management practices that support accident prevention and minimize exposure to health risks shall be integrated into all aspects of Supplier’s business. Supplier shall abide by any direction provided by Nationwide’s Office of Safety with regard to any work performed on Nationwide premises.

### **Fair Treatment**

Suppliers shall commit to a workplace free of harassment of any kind and shall prohibit harassment and unlawful discrimination in the workplace.

### **Compensation and Working Hours**

Suppliers shall pay all Supplier Personnel at least the minimum wage required by applicable laws and regulations, including those relating to wages, overtime, maximum hours, piece rates and other elements of compensation, and provide all legally mandated benefits.

### **Disciplinary Practices**

Suppliers shall not inflict or threaten to inflict corporal punishment or any other forms of physical, sexual, psychological or verbal abuse or harassment on any Supplier Personnel. Suppliers shall also not use deductions from wages as a disciplinary measure.

## *Substance-Free Workplace*

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Supplier shall comply with all applicable laws and regulations regarding illegal drugs and/or controlled substances. All Supplier Personnel are prohibited from performing any work for or on behalf of Nationwide while under the influence of any illegal drugs or controlled substance.

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## *Criminal Convictions*

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Federal law prohibits individuals who have been convicted of a felony involving breach of trust or dishonesty from participating in the business of insurance. Federal law also prohibits any individual from participating in banking who has been convicted of a felony or misdemeanor for a crime of dishonesty, breach of trust or money laundering. Suppliers shall require Supplier Personnel to notify Supplier of any criminal conviction that may affect Supplier's business interests, corporate image, the performance of Supplier Personnel's job duties, or the welfare of other Supplier Personnel.

## *No Retaliation*

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Suppliers shall create programs and policies to ensure the protection of and prohibit retaliation against Supplier Personnel who make a good faith report of abuse, intimidation, discrimination, harassment or any violation of law or of this Supplier Code of Conduct, or who assist in the investigation of any such report.

## *Conflicts of Interest*

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Suppliers shall avoid situations that could create, or appear to create, conflicts between the Supplier's interests and those of Nationwide in its provision of third party goods and services. We expect that our relationship will be on a professional level consistent with good business practice.

Suppliers shall avoid situations that could create, or appear to create, conflicts between Nationwide associates' personal interests and those of Nationwide. Offers of gifts, favors and entertainment to Nationwide associates are discouraged. It is a violation of Nationwide's Code of Conduct for Nationwide associates to solicit for gifts, favors or entertainment from current or prospective Suppliers.

We recognize that an occasional meal can serve a business purpose, however, we encourage both parties to pay separately. Advertising novelties of nominal value with your company's logo may be accepted from time to time. However, gifts of more than nominal value should not be offered and will be returned. Similarly, invitations to lavish events or activities should not be offered and will be declined.

Suppliers shall not solicit Nationwide associates to invest in or own any interest in a Supplier.

## *Endorsements*

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Requests for endorsements are discouraged. Nationwide associates may only endorse a Supplier's products or services with prior approval of Nationwide.

# Nationwide Supplier Code of Conduct

## *Fair Competition*

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Nationwide complies with all applicable fair competition and antitrust laws everywhere it operates. Our Suppliers must comply with these laws as well.

## *Illegal, Fraudulent and Dishonest Acts*

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Any Supplier or Supplier Personnel who commits an illegal, fraudulent, or dishonest act affecting Nationwide will be subject to appropriate action, which may include, but is not limited to, termination of a contract, criminal prosecution, and civil action.

## *Defend Trade Secrets Act Notice*

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Suppliers shall ensure that the following notice is made available to all of its employees providing services to Nationwide and shall provide Nationwide (upon Nationwide's request) with reasonable evidence of the Supplier's compliance with this obligation:

"In accordance with the Defend Trade Secrets Act of 2016, an employee or subcontractor of Nationwide is immune from and shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a Nationwide trade secret that: (a) is made (i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (b) is made in a complaint or other document that is filed under seal in a lawsuit or other proceeding."

## *Freedom of Association*

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Suppliers shall respect the rights of Supplier Personnel to associate, organize and bargain collectively in a lawful manner, as permitted by and in accordance with applicable laws and regulations. Supplier Personnel shall not be subject to discrimination, intimidation or harassment in the exercise of their right to join or to refrain from joining any organization.

## *Labor and Human Rights*

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### **Child Labor**

Suppliers shall not use or support the illegal use of child labor. Suppliers shall comply with all applicable child labor laws and use only workers who meet the minimum legal age of employment for their locality. If no minimum age of employment is defined, the minimum age of employment shall be 18 years of age.

# Nationwide Supplier Code of Conduct

## Forced Labor

Suppliers shall not use, participate in, or benefit from any forms of forced, bonded, slave, compulsory or involuntary labor, including bonded labor, slave labor, or any form of human trafficking.

## Environment

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Suppliers shall conduct their operations in a way that minimizes the impact on the community, natural resources and protects the environment while safeguarding the health and safety of the public. Suppliers shall comply with all applicable laws related to environmental permit requirements, air emissions, water discharges, toxic substances, and hazardous waste disposal.

## Digital Content Accessibility

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Nationwide requires digital content accessibility for individuals with disabilities and encourages its Suppliers to support such accessibility objectives. Supplier shall use commercially reasonable efforts to ensure that its applicable Services, Deliverables, web site, and mobile applications conform to the Level A and Level AA Success Criteria and Conformance Requirements of the Web Content Accessibility Guidelines 2.1 (June. 25, 2018), or the most current version available, published by the World Wide Web Consortium, Web Accessibility Initiative, available at [www.w3.org/TR/WCAG](http://www.w3.org/TR/WCAG).

## Reporting

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If you suspect misconduct that involves Nationwide, or a Nationwide associate, report all related facts to the Nationwide Office of Ethics for investigation.

The Office of Ethics may be contacted as follows:

- Helpline: 1-800-453-8442 (We do not use caller ID or recording devices. Callers may choose to remain anonymous.)
- Fax: 614-249-8442
- E-mail: [Ethics@nationwide.com](mailto:Ethics@nationwide.com)
- Mail: One Nationwide Plaza, PO Box 182653 Columbus, OH 43218