

Code of conduct



1. Code of conduct

At The Config Team (TCT), our mission is to empower global supply chains through intelligent, scalable, and secure SAP Solutions. As we navigate complex IT landscapes and deliver high-impact services to our clients, our Code of Conduct serves as a vital anchor - ensuring that every decision we make is grounded in integrity, transparency, and respect.

Whether we are negotiating contracts, deploying enterprise platforms, or collaborating across teams and geographies, we are committed to upholding the highest ethical standards. This Code is not just a document - it reflects our values and a promise to our customers, partners and suppliers.

1.1. Introduction / who we are

With more than 30 years of experience in the design, build, implementation, and support of SAP supply chain solutions for global customers, we are known for our creative thinking and innovative solutions. Our team is united in our mission to delight our customers by providing exceptional SAP supply chain solutions and an unrivalled customer experience. We adopt a collaborative approach to everything we do, forming true partnerships with our customers and suppliers, based on honest and open communication.

1.2. The Config Team's why

TCT focus solely on SAP supply chain, with a team that have deep knowledge and expertise across this area. As a leading authority on all things SAP supply chain, we design, implement, and support intelligent solutions that will ensure our customers' operations can leverage the best that SAP can deliver.

1.3. Purpose of our code of conduct

TCT is committed to acting ethically and responsibly throughout our value chain, including in the way we operate, purchase goods and services, and with whom we work.

This Code aligns with our internal policies and procedures, including those in our Employee Handbook, Policies, and Guidelines. The Code requires we act with honesty and integrity and, when faced with hard choices, we do the right thing. We expect those who collaborate with us or on our behalf to comply with the law, meet the obligations outlined in their contracts with us, and honour the principles outlined in this Code of Conduct. Our Code of Conduct ensures:

- Consistent and compliant practices in data handling, system configuration, and process execution.
- Fair and reasonable approach to doing business ensuring all parties benefit economically from our interactions.
- Respectful collaboration amongst internal teams, external vendors and stakeholders.
- Protection of sensitive business information and adherence to regulatory requirements.
- Accountability and continuous improvement in delivering reliable, efficient SAP solutions.

By aligning our actions with these principles, we foster a culture of responsibility and innovation that drives sustainable success for our clients and our business.

1.4. Business ethics

We expect our partners & suppliers to maintain ethical business practices; this includes an expectation to:

- Report ethical concerns or violations promptly through appropriate channels.
- Protect company assets, data, and intellectual property.
- Avoid conflicts of interest in business relationships or personal activities.
- Act respectfully toward all colleagues, clients, and users.
- Maintain ethical AI use and disclose any generative AI use in accordance with relevant compliance requirements.

1.5. People

TCT respects human rights and we require our employees to treat others with fairness, respect, and equality. We expect our partners and suppliers to respect the rights of their employees and contractors and to comply with all relevant laws, regulations, and policies of the countries in which they operate. Where such relevant local laws do not exist, partners and suppliers are expected to comply with this Code of Conduct in all cases.

TCT expects its partners and suppliers to:

- Put in place effective policies and procedures to minimise risk of modern slavery and exploitation of labour.
- Comply with all applicable employment and human rights laws, regulations, and standards of the countries where they are doing business.
- Maintain professional standards and respectful relationships with all stakeholders.
- Put in place effective Anti-Bribery and Anti-Corruption policies and procedures.
- Create a safe and healthy working environment.
- Put in place effective policies and procedures to minimise risk of health and safety incidents.
- Monitor and disclose their gender pay gap.
- Follow DEI practices and avoid harassment, discrimination or offensive behaviour of any kind.

1.6. Environment

TCT is committed to promoting and preserving the environment and, where possible, minimising our impact to climate change. TCT has a commitment to environmental sustainability and we expect our partners and suppliers to work with us to protect our environment. Setting and implementing environmental policies, management systems, and metrics enables TCT to drive environmental stewardship. In alignment with TCT's commitment to the Science Based Targets initiative, TCT is committed to reducing its environmental impact and has set near-term climate targets to support this.

We encourage our partners and suppliers to:

- Comply with all applicable environmental laws, regulations and standards of the countries where they are doing business, including those that relate to hazardous materials, air emissions, pollution, waste and wastewater discharges.

- Adopt practices that minimise impact on the environment and deliver benefits to improve sustainable performance over time.
- Provide relevant environmental data as required.
- Set an internal emissions reduction target and publicly report on progress.
- Identify, assess, and manage climate-related risks and opportunities for their business.

1.7. Data privacy & security

TCT expects its partners and suppliers to provide complete and accurate information to facilitate third party due diligence conducted by TCT as necessary. Personal data and confidential information provided by TCT to our partners and suppliers during their business relationship with TCT should be protected from unauthorised access, unlawful use, disclosure, loss, alteration, damage and destruction.

To support data privacy and security, TCT requests the following of its partners and suppliers:

- Comply with all applicable data protection laws (e.g. GDPR, CCPA).
- Keep technical and organisational measures up to date and confirm compliance regularly.
- Use secure coding practices and keep systems updated.
- Implement security controls that meet TCT's requirements to maintain and protect information received from TCT, including physical and digital assets.
- Limit data access to only those who need it. Page 5 of 6
- Ensure all client/user data is handled with strict confidentiality.
- Inform TCT of any suspected or actual data breach in connection with the services provided.
- Work within our InfoSec policies where relevant.

1.8. Communication & representation

We expect our partners and suppliers to communicate professionally, whether inside or outside the company by:

- Representing our brand truthfully and respectfully.
- Maintain civility online and in public discourse.
- Respect NDAs, copyrights, and intellectual property laws.
- Comply with local laws and regulations.

1.9. Governance & compliance

Our partners and suppliers are expected to have monitoring and control processes in place, including functional controls with clearly assigned responsibilities that are appropriately documented. Partners and suppliers are also expected to implement local rules and regulations, including tax laws, to ensure compliance with the principles of this Code.

Partners and suppliers must:

- Comply with all applicable laws, codes, and regulations wherever they operate.
- Promptly notify TCT of any infringements (e.g. environmental, data security) and non-compliance.
- Promptly notify TCT of any significant criminal or civil legal actions brought against them.

- Promptly notify TCT of any fines or administrative sanctions brought against them which relate in any way to the requirements set out in this Code.

We expect all partners and suppliers to act in accordance with any applicable TCT policies or policy statements as available on our website. We also reserve the right to request to audit any partners or suppliers in accordance with this Code of Conduct and any applicable compliance requirements. In such cases, we expect our partners and suppliers to cooperate with any relevant verification or audit activity, including ensuring relevant documentation and data is held for as long as required by TCT and/or applicable laws, and the granting of independent access to relevant personnel, sites, documentation and data.

1.10. Accountability

We expect all suppliers and partners to uphold the principles and standards outlined in this Code of Conduct. Adhering to these expectations helps maintain the integrity, reliability, and trust that underpin our SAP supply chain operations and business relationships. Where concerns or instances of non-compliance arise, we may review these circumstances to understand the nature, impact, and appropriate next steps. Depending on the situation, non-compliance may result in:

- Operational challenges that affect system performance, data quality, or supply chain effectiveness.
- Reviews or investigations to assess and address the issue.
- Impacts on stakeholder confidence and business relationships.
- Legal or regulatory implications where applicable laws, regulations, or contractual obligations have not been met.

We are committed to fostering a culture of accountability, transparency, and continuous improvement. Upholding this Code of Conduct is a shared responsibility that helps protect our people, customers, and the long-term success of our partnerships.



Get in touch today
theconfigteam.com