



MOTIVE CODE OF CONDUCT

Customers & partners

motive

Human Values

As a responsible and ethical business,
Motive (as a part of Empathy Holdings)
firmly believes that

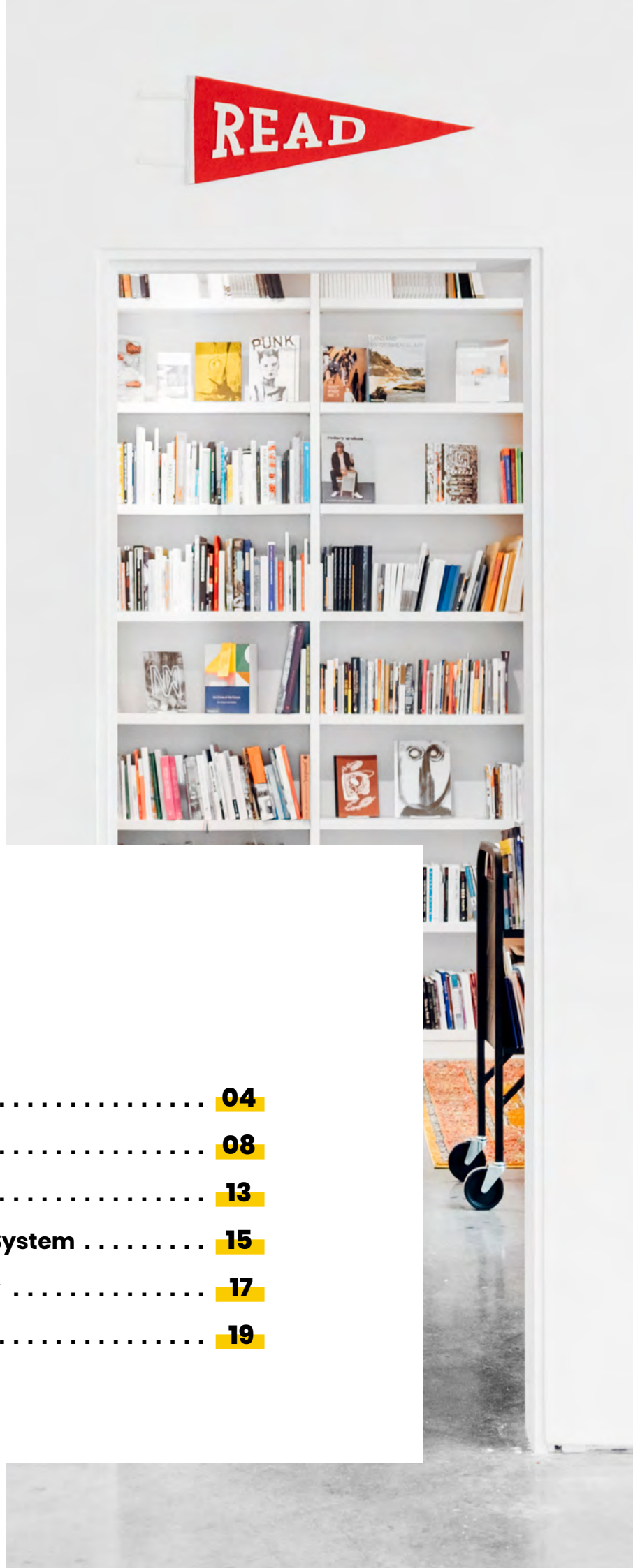
integrity and transparency are fundamental pillars of sustainable success.

Embedded within our corporate ethos is a commitment to fostering an environment of trust, respect, and accountability among all our stakeholders.

This Code of Ethics for Customers and Partners serves as a guiding framework, aligning our valued customers and partners with our unwavering dedication to upholding the highest standards of conduct and ethical practices.

By adhering to these principles, we collectively contribute to a culture of integrity, fairness, and mutual respect within our vibrant business ecosystem.





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Labour and Human Rights

Discrimination

Customers shall not discriminate against any worker

based on age, disability, ethnicity, sexual orientation, gender, marital status, national origin, race, religion, political affiliation, or union membership, in hiring and other employment practices.



Harassment

Customers shall commit to a workplace free of harassment and abuse.



Forced Labor

Customers shall not resort to any sort of forced or involuntary labour

Child Labor

Customer shall employ only workers who meet the legal age



of employment in the country of operation. When such age is not defined, it must be **considered to be at least 15 years.**



Wages

Customer shall ensure that all workers

receive at least the legally mandated minimum wages and benefits.

Customer shall pay accurate wages in a timely manner, and wage deductions shall not be used as a disciplinary measure.

Safe Place to Work

Customers will provide their employees or contractors


with a working environment which meets the highest standards

of health and safety regulations or at minimum, local legislation, and is also free of any moral pressure.





Ethics



**At Motive, we hold
ourselves to the
utmost ethical
standards across
every facet of our
operations**



It is our firm belief that customers, as integral members of our network, should uphold similar values in all their business interactions.

Integrity

A woman with blonde hair is sitting on a light-colored sofa in a bright, modern room with large windows. She is looking down at a smartphone in her hands. In the foreground, there is a small table with a glass of water, a stack of books, and a small plant.

stands as the cornerstone of our shared ethical framework. We strictly prohibit any involvement in corrupt practices, extortion, embezzlement, or bribery that could lead to unfair advantages.

Our customers are expected to adhere to the anti-corruption laws of the countries they operate in, including compliance with regulations such as the Foreign Corrupt Practices Act and other pertinent international anti-corruption laws and conventions.

Our customers are obligated to prevent any potential **conflicts of interest**. This mandates that they refrain from offering substantial gifts or invitations to any Empathy Holdings employees, ensuring that their business decisions are free from any form of bias.

Conflicts of Interest

Intellectual property Rights

Respect for **intellectual property rights** and the safeguarding of customer information are critical principles within our community.

Customers are required to manage technology and proprietary know-how with the utmost care, guaranteeing the protection of intellectual property rights.



Transparency

is non-negotiable. Customers are expected to maintain accurate records pertaining to their business activities, labour practices, health and safety standards, and environmental impact. It is imperative that this information is **disclosed** to all relevant parties without any form of falsification or misrepresentation.

Fair Business Standards

In line with our commitment to fair practices,

we advocate for the upholding of **fair business standards**, advertising ethics, and competitive conduct.

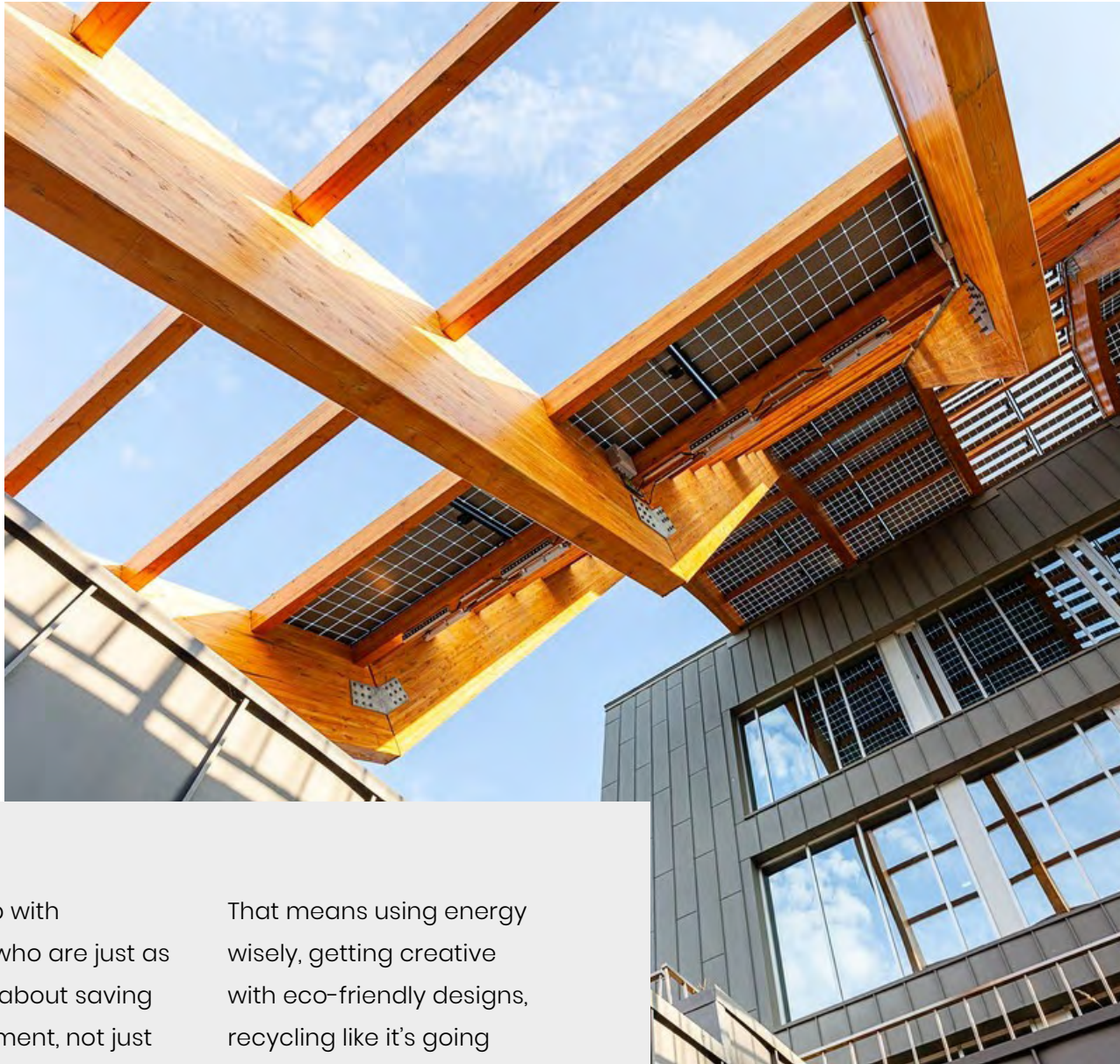


As the custodians of data, our customers must have the necessary measures in place to safeguard the privacy and integrity of sensitive information. By upholding these principles, we collectively contribute to a business environment characterised by trust, accountability, and equitable practices.



Environment

Protecting the planet is a big deal for us, it's part of who we are.



We team up with customers who are just as passionate about saving the environment, not just in our neighbourhoods but all over the world. We're all about pushing our customers to go all-in on making the Earth better.

That means using energy wisely, getting creative with eco-friendly designs, recycling like it's going out of style, managing waste responsibly, and trying out any other green tricks they've got up their sleeves.



Compliance Management System

Motive takes the responsibility of ensuring our customers stick to this Code and all the expectations it sets pretty seriously.

01
Customers are expected to set up or keep in place a system that makes it easy for them to follow this Code and all the laws that matter.

02
It's also on them to regularly check how their operations are running to make sure they're following this Code and all the laws.

03
They've got to keep proper papers and records to show they're doing what they should be according to these rules.





Motive Intellectual Property

Motive's intellectual property is an invaluable asset that must be protected at all times.

Our intellectual property includes our trademarks, trade names, brands, designs, logos, copyrights, inventions, patents, and trade secrets.



Customers are not permitted to use Motive's intellectual property without the prior written authorization from the Motive's CEO or CFO in an agreement.



Corrective Action Process

Customers shall maintain and implement procedures for timely correction of any deficiencies or violations identified by an internal or external audit, assessment, inspection, investigation, or review.



In the event that this code of ethics and conduct is violated, Motive reserves the right to terminate the provision of the service or subscription to the product immediately.



The Client or Partner who has violated any provision of this Code shall not be entitled to indemnification or compensation of any kind in case of termination of the Agreement.



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