



Vendor Code of Conduct

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I. Introduction

This Vendor Code of Conduct (“Code”) applies to any vendors, contractors, consultants, partners, and their subsidiaries, affiliates and subcontractors (each, a “Vendor”) who provide goods or services to Braze, Inc. and its affiliates or subsidiaries (“Braze”). Braze encourages all Vendors to comply with this Code and encourages our Vendors to extend the requirements of this Code downstream to their own supply chains.

Braze is committed to advancing our environmental, social, and governance initiatives and recognizes that our Vendors are key partners to achieving our objectives. This Code sets out the legal and social responsibility objectives for our Vendors and is consistent with our policies and procedures, including our [Business Code of Conduct](#) and Ethics and Anti-Corruption Policy, [Acceptable Use Policy](#), [UK Modern Slavery Statement](#), and all other policies that Braze may adopt from time to time that apply to our vendors and third-party contractors.

At a minimum, Braze requires Vendors to operate in full compliance with the laws, rules, and regulations of the jurisdictions in which they operate, and in no case should complying with this Code violate any local laws or regulations to which the Vendor is subject. This Code encourages Vendors to go beyond legal compliance to advance social and environmental goals, and business ethics and this Code has therefore been developed with reference to internationally recognized standards, such as:

- [UN Guiding Principles on Business and Human Rights](#)
- [UN Universal Declaration of Human Rights](#)
- [ILO Declaration on Fundamental Principles and Rights at Work](#)
- [OECD Guidelines for Multinational Enterprises](#)

With the goal of continuous improvement in mind, Braze is committed to supporting its Vendors to meet, and where possible, exceed the expectations of this Code.



By providing services to Braze, each Vendor will be deemed to have read and agreed to the principles laid out in this Code. Braze encourages each Vendor to establish the necessary management systems to ensure compliance with the requirements of each of the Code. Vendors shall cooperate with all information requests and audits initiated by Braze to confirm adherence to the Code.

Braze annually evaluates the performance of its Vendors under this Code, and the results from the annual assessment may be used in Vendor re-evaluation, contract renewals, or new sourcing decisions. Vendors with higher sustainability performance may be prioritized in bid evaluations, while those failing to meet minimum expectations may be deemed non-compliant. Braze may also waive any portion of this Code as it may apply to any Vendor in Braze's sole discretion.

II. Reporting Grievances & Violations

If any Vendor, employee, business partner, or other knowledgeable party becomes aware of any non-compliance with this Code, the person may promptly file a complaint by emailing the following address: vendor-relations@braze.com.

III. Labor & Human Rights

Braze is committed to respecting human rights and labor standards, and has drawn upon international recognized standards to develop this Code. This includes providing decent working conditions and ensuring that all workers are treated with dignity and respect. Vendors are encouraged to uphold these standards for *all* of their workers, including temporary, migrant, student, contract, and indirect employees. Braze also encourages its Vendors to uphold these norms and standards for their own Vendors.

1. No Forced Labor or Other Modern Forms of Slavery

Vendors shall not employ anyone against their will. Forced labor, bonded (including debt bondage) labor, involuntary prison labor, and any other forms of coerced labor shall not be used by Vendors in connection with services provided to Braze. Vendors should ensure that all employees have basic liberties, dignity, and freedom of movement, including the freedom to leave their employment with reasonable notice. Any contracts between a Vendor and its employees shall be on terms consistent with applicable law and in a language that they are able to understand. Vendors, and any agent or intermediary, shall not withhold original documents or worker wages from any worker, including migrant workers, unless required to do so by law, regulation or order of any authority having jurisdiction over such Vendor.

2. Young Workers

Vendors shall not employ anyone who is under the age of 15 or who is not at the age that is legally permitted in the particular jurisdiction where the Vendor employs that person. Vendors shall have an appropriate mechanism in place to verify the age of its workers. If Vendors employ any young workers (aged 15-18 years), Vendors must adopt appropriate safeguards to prevent exposure to hazardous working conditions—including night shifts and overtime. If Vendors employ any students or interns as part of educational training, legal minimum age



criteria must be respected.

3. Working Hours

Vendors shall ensure that its working hours, including overtime, do not exceed applicable legal requirements. All overtime work performed must be voluntary and all workers must be provided at least one day off every seven days.

4. Wages & Benefit

At a minimum, Vendors shall comply with all local wage laws, including those relating to minimum wage, overtime wages, and legally mandated benefits. For every pay period, workers should be provided with a timely and understandable wage statement. Vendors should also not use wage deductions as a disciplinary measure.

5. Freedom of Association

Vendors shall not utilize unlawful means to limit the rights of workers to form and join trade unions of their choosing, bargain collectively, and engage in peaceful assembly.

6. Occupational Health & Safety

Vendors are expected to comply with all legal requirements regarding the health and safety of their employees, and in accordance with those laws, Vendors should provide a safe and healthy work environment for all of their employees and integrate sound health and safety management practices into their operations. At a minimum, this should include;

- Identifying, assessing, and mitigating all health and safety hazards, including those related to chemicals, electrical sources, fire, physically demanding work, fall hazards, and heavy machinery;
- Providing freely available and functioning personal protective equipment where necessary;
- Implementing procedures and systems to manage, track, and report occupational injuries and illnesses; and
- Ensuring that work premises are clean, well lit, and adequately ventilated, and that all workers have free access to clean drinking water, hygienic toilets, and clean areas to eat meals.

7. Non-discrimination & Diversity, Equity, & Inclusion

Vendors shall not discriminate or harass their workers on the basis of race, color, creed, age, gender, sexual orientation, gender identity and expression, ethnicity, religion, political affiliation, union membership, marital status, pregnancy, veteran status, or any other legally protected status in their hiring or employment practices. Vendors shall not permit mental, emotional, or physical harassment and abuse in the workplace, shall have disciplinary policies and procedures in support of these requirements and shall communicate them clearly to workers.

IV. Environment

Braze is committed to protecting the climate and environment and is dedicated to advancing environmental protection throughout our supply chain. Braze encourages its Vendors to implement appropriate management systems, organizational structures, and procedures to reduce their energy use and greenhouse gas (GHG) emissions, assess environmental risks,



implement adequate controls to mitigate impact, and maintain environmentally responsible business practices. Braze encourages its Vendors to focus on the following key issues in particular:

1. Environmental Permits and Reporting

Vendors shall identify and adhere to all applicable environmental laws. This includes ensuring that all relevant permits, licenses, and registrations are obtained and up to date.

2. Energy & GHG Emissions

A. GHG Emission Disclosure

All material Vendors are expected to disclose scope 1, 2, and relevant scope 3 GHG emissions through at least one of the following: an ESG Report, CDP Climate Change Questionnaire, EcoVadis Sustainability Assessment, or manual submission. Any such Vendors who have not yet initiated emissions data collection are expected to do so within six months of contract initiation or renewal, using methodologies aligned with the [GHG Protocol Corporate Accounting and Reporting Standard](#).

All material Vendors are expected to report their respective GHG emissions annually for the duration of their relationship with Braze. Each year's assessment must reflect current GHG data, and results must be shared directly with Braze. Material Vendors are also expected to report on year-over-year progress in their performance areas relevant to Braze's environmental criteria.

B. GHG Emission Reduction Goals

In addition to reporting relevant GHG emissions, priority Vendors are expected to establish near-term emissions reduction goals aligned with the [Science-Based Targets initiative \(SBTi\)](#). Priority Vendors are expected to submit a commitment letter to SBTi within six months of contract initiation or renewal and set approved targets within two years of submitting a commitment letter.

For the purposes hereof, priority Vendors include those Vendors that contribute significantly to Braze's reported GHG emissions. On an annual basis we will identify priority Vendors for the supplier sustainability program based on our relative spend, GHG emissions, and other business considerations. We will conduct deeper engagement and performance tracking for priority Vendors. Vendors will be notified if they are considered a priority Vendor, and priority Vendors are expected to engage in sustainability programs in line with Braze's GHG emission reduction goals.

C. Sustainability Evaluation

Braze will evaluate the sustainability efforts of its Vendors on an annual basis. If a Vendor receives a low or declining sustainability score, Braze may request a formal corrective action plan to address gaps in performance and require follow-up assessments to track progress.

3. Resource Conservation

Vendors are encouraged to implement a system to identify, manage, and reduce their use of natural resources, including fossil fuels, water, and raw materials.



4. Pollution & Hazardous Substances

Vendors are encouraged to implement management systems, or another equivalent approach, to identify, manage, and reduce the impacts of any environmental hazards created by their operations. This includes any impacts resulting from pollution, non-GHG air emissions, effluent discharge, waste disposal, and hazardous substances.

5. Waste

Vendors are encouraged to adopt a systematic approach to identify, manage, reduce, and responsibly dispose of or recycle non-hazardous solid waste.

V. Business Ethics

Braze expects its Vendors to uphold the highest standards of fair business practice and business ethics in the provision of services to Braze and to comply with all applicable laws.

1. Business Integrity (No bribery, corruption, extortion, or embezzlement)

Vendors are expected to comply with the terms of the Braze anti-corruption policy at all times when conducting business on behalf of Braze. Vendors should implement a zero-tolerance policy prohibiting all forms of bribery, corruption, extortion, and embezzlement. Vendors should uphold ethical standards at every level of their business, including their relationships, practices, purchasing, and operations.

2. Export Control and United States Sanctions Compliance

Vendors shall comply with United States Export Administration Regulations and United States Sanctions laws and are obligated to notify Braze if they become subject to, or affiliated with, any United States sanctions.

3. Disclosure of Information

Vendors shall transparently perform all business dealings and reflect them accurately in their records in accordance with applicable legal requirements. Information regarding labor, health and safety, environmental practices, business activities, structure, financial situation, and performance shall be disclosed to relevant governmental bodies in accordance with all applicable regulations and prevailing industry practices. Falsification of records or misrepresentation of conditions or practices in connection with the provision of services to Braze shall be a breach of this Code.

4. Intellectual Property



Vendors shall respect intellectual property rights and ensure that any transfer of technology or know-how is performed in a manner that protects intellectual property rights. Vendors shall also safeguard any customer information. Vendors should also be aware of counterfeiting risk, and to the extent possible, protect Braze from receiving counterfeit products or components.

5. Fair Business, Advertising, & Competition

Vendors shall uphold standards of fair business, advertising, and competition. This includes complying with antitrust and competition laws, honestly representing the characteristics of products in advertising, avoiding price fixing, bid rigging, and any other tactic that unfairly restricts competition. Vendors must disclose conflicts of interest in their work with Braze, such as gifts given by or to a Braze employee, a family member or other close personal relationship that works at or has influence over Braze's engagement with the chosen Vendor or any other actions that may constitute a conflict of interest.

6. Protection of Identity and Non-Retaliation

Vendors shall implement a process to ensure that any people employed by the Vendor have the opportunity to raise concerns without fear of retaliation. This process should protect the confidentiality and anonymity of the stakeholder to the extent possible and in accordance with law.

7. Conflict Minerals

Vendors shall maintain a policy that provides reasonable assurance that any cobalt, columbite-tantalite (coltan), cassiterite, gold, wolframite, or their derivatives, including tantalum, tin, tungsten used in the products they manufacture are sourced in a way that is consistent with the OECD Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, or an equivalent and recognized due diligence framework.

8. Accessibility

Vendors are expected to adopt relevant web accessibility standards and best practices to provide inclusive products and services for all of Braze's stakeholders and users.

9. Data Privacy & Information Security

Data privacy and information security are critical to protecting Braze's customers and preserving Braze's reputation. Vendors must follow all applicable data privacy and information security laws and regulations. Vendors with access to Braze data must adopt industry standard practices and measures to ensure the privacy and security of any data that they process. If a Vendor becomes aware of an actual or potential data security breach that impacts Braze, the Vendor must notify Braze without undue delay.

Failure to comply with these expectations may result in the termination of the relationship and/or legal action according to applicable laws and contractual agreements.