

Purpose	To establish Amwell's expectations and requirements for suppliers.
Applicable Parties	Amwell's suppliers.
Effective Date	May 11, 2023
Approval	General Counsel
Policy Oversight	Senior Director, Procurement Operations
Related Policies	Code of Business Ethics & Conduct, Sourcing and Procurement Policy
Review Cycle	Annual
Last Reviewed	May 11, 2023
Last Modified	May 11, 2023

American Well Corporation

Supplier Code of Conduct

Adopted May 11, 2023

1. Overview

As a leading digital care delivery platform for healthcare's key stakeholders, American Well Corporation and its subsidiaries (collectively, "Amwell" or the "Company") are committed to the highest level of ethical conduct and expects the same from its suppliers. Developed to align with Amwell's [Code of Business Conduct & Ethics](#), this Supplier Code of Conduct ("Supplier Code") sets forth the Company's expectations and criteria for consideration of suppliers. Amwell requires all suppliers and business partners to comply with this Supplier Code. Amwell defines "suppliers" as any organization that directly provides goods or services to the Company. This code shall be periodically reviewed by Amwell and may be amended or modified at the discretion of the Company.

This Supplier Code supports the principles stated in international standards, such as the International Labor Organization (ILO) core conventions, the UN Guiding Principles on Business and Human Rights, and the Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises.

2. Compliance with Laws, Rules and Regulations

Amwell requires that suppliers conduct their business affairs in full compliance with all applicable laws, rules and regulations. No supplier shall commit any illegal or unethical act, or instruct others to do so, for any reason.

3. Human Rights

Suppliers are expected to respect and protect human rights across their operations. Amwell will not knowingly do business with any supplier which engages in practices that violate fundamental human rights, and reserves the right to take corrective actions, up to and including termination of the relationship.

4. Child Labor

Amwell suppliers will not knowingly use child labor. Suppliers shall comply with all local and national minimum working age laws and regulations.

5. Involuntary or Forced Labor, Slavery and Human Trafficking

Amwell does not tolerate any form of abusive or illegal labor within its supply chain such as forced labor, slavery or human trafficking. Employment must be freely chosen by workers, without threat or penalty of any sort. All forms of forced labor, slavery or human trafficking are prohibited.

6. Grievances, Discipline, and Harassment

Amwell expects suppliers to provide formal discipline and grievance procedures to workers and provide a work environment free of all forms of inhumane treatment, corporal punishment, threats of violence or other forms of physical, sexual, psychological or verbal harassment, abuse or bullying.

7. Non-Discrimination

Amwell is committed to ensuring that employees are treated, and treat each other, fairly and with respect and dignity. Suppliers shall not discriminate against individuals on the basis of race, sex, age, religion, nationality, social or ethnic origin, gender, disability, medical condition, sexual orientation, or political opinion. Suppliers must comply with all applicable equal employment and non-discrimination in hiring and in the workplace laws. Conduct involving discrimination against others will not be tolerated by the Company.

8. Supplier Diversity

Amwell desires to source goods and services from a diverse set of suppliers and is continuously seeking ways to build and reinforce long-lasting relationships. Suppliers are expected to uphold our ethical standards as well as pass them along to their own vendors engaged in the production of goods and services that we ultimately purchase. We believe that being in the communities where we work and serve allows us to provide an opportunity to foster economic inclusion and drive our mission to transform healthcare.

9. Freedom of Association and Collective Bargaining

Amwell respects the rights of workers to freedom of association and collective bargaining across its operations and supply chain. Suppliers will respect the rights of workers to associate, organize and bargain collectively, in a lawful manner, without penalty or interference, and in accordance with the law and international labor standards. Where freedom of association is restricted by law, workers shall be free to develop parallel means for independent and free association and collective bargaining.

10. Health and Safety

Suppliers are expected to provide a safe and healthy workplace in compliance with all applicable laws and regulations. This shall include access to potable water, sanitary facilities, proper fire safety, adequate lighting, ventilation, and personal safety equipment if needed. Any housing or dormitories made available to employees must also be safe and healthy.

11. Wages, Hours, and Benefits

Suppliers must comply with all applicable wage and hour laws and regulations, including those relating to working hours, minimum wages, overtime, and other elements of compensation, and will provide all legally mandated benefits.

12. Environment

Amwell is committed to conducting business in compliance with all applicable environmental laws and regulations and requires suppliers to do the same. In addition, suppliers are expected to deliver goods and services in a manner that demonstrates respect for the environment and actively manages risks. This can include minimizing harmful environmental impacts, conserving energy, and reducing natural resources consumption to the extent practicable.

13. Data Privacy and Security

Suppliers are required to respect intellectual property rights and protect confidential information and assets. Amwell requires that suppliers protect personal information in compliance with all applicable laws and comply with the Company's security policies, procedures, and controls.

14. Communication and Monitoring

To meet Amwell's expectations, suppliers should educate their employees, contractors, and as needed, their suppliers, to understand and comply with the expectations established in this Supplier Code. Amwell maintains the right to engage with suppliers to monitor and ensure adherence to this Supplier Code. Non-compliance can affect the business relationship between Amwell and the supplier and, as a result, may require a commitment by the supplier to implement a corrective action plan to return the supplier to compliance with this Supplier Code. The Company may also elect, in its discretion, to terminate the relationship.

For any questions regarding this Supplier Code or the expectations it sets forth, you can contact our Amwell Procurement Officer at Procurement@amwell.com