



Supplier Code of Conduct

Zuora Inc., and its subsidiaries (collectively, “**Zuora**”) is committed to conducting its business in an ethical, legal and socially responsible manner. This Zuora Supplier Code of Conduct (“**Code**”) defines the basic requirements for Zuora suppliers, vendors, contractors, consultants, and all other third-party companies which constitute Zuora’s supply chain (each, a “**Supplier**”). This Code is based on our values, commitments, and internal requirements which we adhere to for all of our daily activities. Suppliers are expected to fully comply with this Code and all applicable laws, rules, and regulations of the countries in which they operate and in turn apply a similar code of conduct to their own suppliers.

Compliance with the Law

Supplier shall conduct its business activities in the following ways:

- In full compliance with the applicable laws and regulations of the United States, all countries in which Supplier is operating, and any other applicable laws;
- Supplier shall ensure that products, services and shipments adhere to all applicable international trade compliance laws, rules and regulations;
- In a way which distinguishes Supplier’s ethical standards and establishes controls to satisfy them; and In compliance with all laws and regulations on bribery, corruption, and prohibited business practices.

Ethics

Supplier will uphold the highest standards of ethics to promote honesty and integrity in their business operations, including by:

- Not offering or accepting any form of bribery, corruption, extortion, or embezzlement;
- Not making illegal payments directly or indirectly;
- Implementing monitoring and enforcement procedures to ensure compliance with anti-corruption laws;
- Not provide gifts, or offers of gifts, to Zuora employees to influence business decisions; and
- Respecting intellectual property rights, and conducting technology and know-how transfers in a manner protecting intellectual property rights.

No Tolerance for Discrimination; Equal Opportunity

Zuora does not tolerate any form of discrimination in the workplace. Zuora is committed to diversity and inclusion in the work environment, and therefore expects Supplier to:

- Promote equal employment and business opportunities irrespective of race, religion, age, nationality, skin color, gender, gender identity, disability, pregnancy, marital status, political affiliation, military status, or sexual orientation; and
- Commit to actively support women, minority and small disadvantaged owned businesses.

Labor, Human Rights, and Wages

Zuora is committed to upholding the human rights of workers and treating them with dignity and respect. This applies to all workers, including temporary, migrant, student, contract, direct employee, and any other type of worker. Further, Zuora seeks to prohibit violent behavior including mental cruelty, harassment, discrimination, gestures, language, physical contact, and exploitation. As a result, Supplier shall ensure:

- It does not use child, forced, or involuntary labor, of any kind;
- It does not exceed maximum number of work hours as governed by local laws;
- No person under the age of 15 (or 14 where the law of the country permits), shall be employed;
- Fair compensation and compliance with all applicable wage laws, including, but not limited to those relating to minimum wages, overtime hours and all applicable regulations;
- Employees have the right of free association and to join employee organizations or trade unions;
- All employees are treated with respect and dignity; and
- Adherence to all individuals' privacy and rights.

Health and Safety

Supplier will integrate the following health and safety management requirements into business processes to provide workers with a healthy and safe work environment:

- Provide employees with a safe and healthy environment to conduct their work; and
- Implement reasonable and effective occupational health and safety measures.

Environmental protection

Supplier shall develop, implement, and maintain environmentally responsible business practices, such as seeking ways to conserve natural resources and energy, reduce waste and the use of hazardous substances, and minimize adverse impacts on the environment by:

- Operating in accordance with all applicable laws, regulations, and standards with regard to environmental protection; and
- Ensuring all required environmental permits and registrations are obtained, maintained, and kept current, and their operational and reporting requirements are followed.

Protect Zuora's information, assets, and interests

Zuora expects its Supplier to protect, including by using appropriate security measures, Zuora's reputation and any information or property we entrust to Supplier. Accordingly, Supplier will:

- Protect any of Zuora's information to which they have access, including its intellectual property, trade secrets, financial information, personal data or other confidential information;
- Safeguard any property belonging to Zuora while under Supplier's control; and
- Avoid any situations that may adversely affect Zuora's business interests or reputation.

Management System

Supplier is expected to adopt or establish a management system to track and carry out these responsibilities. The management system will be designed to ensure Supplier's operations:

- Comply with applicable laws and regulations;
- Conform with this Code;
- Identify and mitigate operational risks related to this Code; and
- Facilitate continual improvement.

Record Keeping

Supplier must maintain documentation necessary to demonstrate compliance with this Code and must provide Zuora with access to that documentation upon Zuora's request.

Reporting Violations

Supplier shall promptly report questionable behavior, concerns, or potential or actual violations of this Code upon learning of same, and implement a corrective action plan to cure the non-compliance within a specified time period. Supplier should contact ethics@Zuora.com or by mail/courier at Zuora Inc., 101 Redwood Shores Parkway, Redwood City, California 94506, Attn: Legal Department. Zuora will not tolerate any retribution or retaliation taken against any individual who has, in good faith, sought out advice or has reported questionable behavior or suspected violations of this Code.

Supplier shall promptly respond to requests for information from Zuora, or an authorized third party working on Zuora's behalf, regarding matters covered by this Code. Violations of this Code will require the prompt establishment of corrective action plans or training. Failure to meet the corrective action plan may affect Supplier's standing with Zuora, may lead to disqualification from future opportunities with Zuora and may result in the termination of Zuora's business relationship with Supplier. Zuora reserves the right to hold Supplier responsible for reasonable costs of investigating non-compliance and appropriate remediation resulting from a Supplier's non-compliance.

This Code is intended to facilitate improved communications by informing current and potential Suppliers of Zuora's standards, and ethical expectations of its Suppliers generally. Questions regarding this Code should be directed to ethics@Zuora.com.