

Vendor Code of Conduct

Umpqua Bank (“Umpqua” or “we” or “the Company”) believes we share a responsibility to build economic vitality together for the greater good. It drives our commitment to partnering with sound and ethical vendors and suppliers.

When reviewing a potential vendor, we look for those who operate in accordance with our Vendor Code of Conduct and have their own internal guidelines, polices, and/or practices addressing:

- code of conduct and ethics
- human rights
- diversity and inclusion
- fair labor practices
- health and safety
- legal and regulatory compliance
- privacy and confidentiality
- supplier diversity
- wages and working hours
- environmental sustainability

Code of Conduct and Ethics: Workplace performance guidelines outlining expectations for ethical, moral, and legal behaviors within the organization.

Human Rights: Human rights is a fundamental value of Umpqua. Vendors shall respect human rights and conduct their business operations free from human rights abuses, including any form of modern slavery, such as forced labor, human trafficking, or child labor.

Diversity and Inclusion: Workplace commitment to diversity, including hiring and promotional practices based on merit and equal opportunities. Individuals will not be subject to any discrimination based on gender, race, religion, age, disability, sexual orientation, nationality, political opinion, social group or ethnic origin. All employees will be treated with respect and dignity. No employee will be subject to any physical, sexual, psychological, or verbal harassment or abuse.



Fair Labor Practices: Commitment to achieve decent and humane working conditions by complying with all relevant and applicable laws and regulations of the state and/or country where located. No individual will be subject to any discrimination in their employment, including hiring, compensation, advancement, discipline, termination, or retirement. No forced labor, including prison, indentured, bonded or other forms, or child labor shall be used in the delivery of goods and services.

Health and Safety: A safe and healthy workplace setting is provided to prevent accidents and injury to health arising out of, linked with, or occurring in the course of work or resulting from the workplaces' facilities. Responsible measures are adopted to mitigate negative impacts to the environment.

Legal and Regulatory Compliance: Vendors will remain in compliance with applicable laws and regulations to each vendor and for the goods and services being provided.

Privacy and Confidentiality: Vendors will comply with all applicable privacy laws, regulations, industry best practices, and Umpqua's access and data security requirements and controls to ensure Bank and customer personal and confidential information is not lost, used, collected, disclosed or accessed without prior authorization.

Supplier Diversity: Vendors commit to ensuring they have a diverse supply chain, offering businesses a fair opportunity to bid and acquire supply chain contract opportunities and provide relevant reporting.

Wages and Working Hours: Employee working hours will not exceed a regular work week that is sufficient to meet the worker's basic needs and provide some discretionary income. Workplace will pay the minimum wage or the appropriate prevailing wage, comply with all legal wage requirements, and provide any legally or contractually required benefits.

Environmental Sustainability: Umpqua expects vendors to share our commitment to conducting business in an environmentally responsible way which creates long-term sustainable value for our stakeholders. Vendors shall conduct their business in full compliance with all applicable environmental, health and safety laws and should strive to minimize any negative impact their operations have on the environment.