



## **Osprey Partner Code of Conduct**

Osprey is committed to operating with the highest level of integrity and ethical standards. We expect our Partners to be committed to upholding these values in their own operations and practices. This Partner Code of Conduct is a way for us to ensure that we, along with our Partners, are conducting operations with social, environmental, and ethical responsibility as key priorities.

Osprey may assess or audit its Partners from time to time to certify that they are maintaining and operating in accordance with our Partner Code of Conduct. A violation of this Code of Conduct may result in a relationship termination between Osprey and the violating Partner.

## **Labor and Human Rights**

Osprey is committed to upholding the rights of workers and firmly believes in a workplace where they are treated fairly and ethically. Osprey Partners must uphold this same commitment and shall uphold the highest possible standards of human rights.

### **Anti-discrimination and Harassment**

Partners will not discriminate against any worker, employee, Driver, or affiliate based on race, color, age, sex, gender, gender identity, gender expression, sexual orientation, marital status, ethnicity, national origin, caste, disability, genetic information, medical condition, pregnancy, religion, political affiliation, union membership, covered veteran status, body art, or any other status that is protected under local, state, or federal law, in screening, hiring, or employment practices. Partners shall not tolerate or encourage any form of harassment against workers, employees, Drivers, or affiliates in the workplace.

### **Forced Labor & Human Trafficking**

Partners must not use any form of forced, slave, bonded, prison, indentured, or involuntary labor. All work must be voluntary and terminatable at any time. Any and all forms of human trafficking are strictly prohibited. Partners shall not withhold or destroy any government, employment, or travel documents. Partners must ensure any employment contracts between them and the employee, potential employee, affiliate, or potential affiliate must be in a language that is understood by the signing party.

### **Child Labor**

Partners will not use child labor. Any labor that is harmful to children and their development—either physical or mental—poses a health or safety risk, or that deprives a child of their childhood, potential, or dignity, shall not be used by Partners.

Partners will only employ individuals who are at least 14 years of age or meet the legal minimum age for employment, whichever is greater.

### **Working Hours**

Partners must not require workers to work longer than the regular and overtime hours allowed by US law.

### **Wages and Benefits**

Partners shall pay workers at least the minimum wage required by local, state, and federal US law, including any and all overtime pay and legally mandated benefits.

## **Association and Grievance Systems**

Under no circumstances shall an employee or affiliate be barred from associating with or choosing not to associate with a third-party, as permitted by and in full compliance with all applicable laws.

Partners should have systems in place where employees and affiliates may communicate with members of management without the fear of rejection or retaliation. Partners should further work to build an environment that respectfully allows for communication and interaction among co-workers and company management.

## **Health and Safety**

The health and safety of workers is important to Osprey. We expect our Partners to maintain a work environment that is safe for workers and implements health and safety management systems. Partners must allow workers to refuse to perform any unsafe work, and must provide them with a means of reporting such work.

Partners must further operate in accordance with any health and safety laws, rules, regulations, or standards mandated by the US government. Partners must provide workers with training resources, practice proper hygiene, and employ safety precautions with mechanical and electrical equipment.

## **Environment**

Osprey is committed to helping and protecting the environment, and we count on our Partners to do their part in helping us. Partners must develop, maintain, and use practices that are environmentally responsible.

Partners shall comply with all environmental laws, standards, and regulations through the use of environmental management systems. Partners shall take all possible steps to reduce pollution and emissions, responsibly manage waste, and conserve energy and resources.

## **Diversity**

Creating and supporting an environment free of the fear of prejudice is something Osprey is proud to support. Partners must not discriminate against any employee, customer, contractor, affiliate, or other person or individual on the basis of race, color, age, sex, gender, gender identity, gender expression, sexual orientation, marital status, ethnicity, national origin, caste, disability, genetic information, medical condition, pregnancy, religion, political affiliation, union membership, covered veteran status, body art, or any other status that is protected under local, state, or federal law.

## **Ethics**

Osprey is committed to and expects the highest level of ethical conduct in all our ventures. Partners must be committed to this same level of ethical conduct and act with integrity to uphold these values in every aspect of their business, including relationships, practices, and operations.

## **Competition**

Partners must comply with all local, state, and federal laws and regulations regarding fair competition and antitrust.

## **Business Integrity**

Partners shall not engage in any corruption, embezzlement, or bribery to gain an unfair advantage on a competing business or in the market as a whole. Partners must comply with all anti-corruption laws, regulations, or rules set forth by the US government.

## **Intellectual Property and Confidential Information**

Partners shall not disclose Osprey's confidential information or intellectual property. Such confidential information includes without limitation any and all customer information, partner relationships, driver information, or Osprey Data. Intellectual property includes without limitation logos, trademarks, copyrights, patents, or trade secrets.

## **Books and Audit Rights**

Partners must keep and maintain accurate books, records, and journals for transactions related to business with Osprey. Partners agree to comply and cooperate with any government-mandated audit to the fullest extent applicable to the Partners.

## **Data, Privacy, and Digital Security**

Osprey takes the privacy of all our users extremely seriously. We expect our Partners to uphold this value and work to ensure the data of all Osprey users is secure and private.

## **Safeguarding**

Partners agree to keep any and all Osprey-related information private and secure. Partners must make all reasonable efforts to keep all such information confidential.

## **Access Codes**

Partners are strictly prohibited from providing any third-party with access to their Osprey account(s). Partners must make all reasonable efforts to ensure passwords and other forms of access are kept secure, confidential, and private.

## **Reporting Concerns or Violations**

It is the full responsibility of the Partner to report any violation—known or suspected—of this Code of Conduct by the Partner's employees, representatives, or affiliates, or by Osprey employees, representatives, or affiliates. A report can be made at [ospreydelivery.com/contactus](https://ospreydelivery.com/contactus)