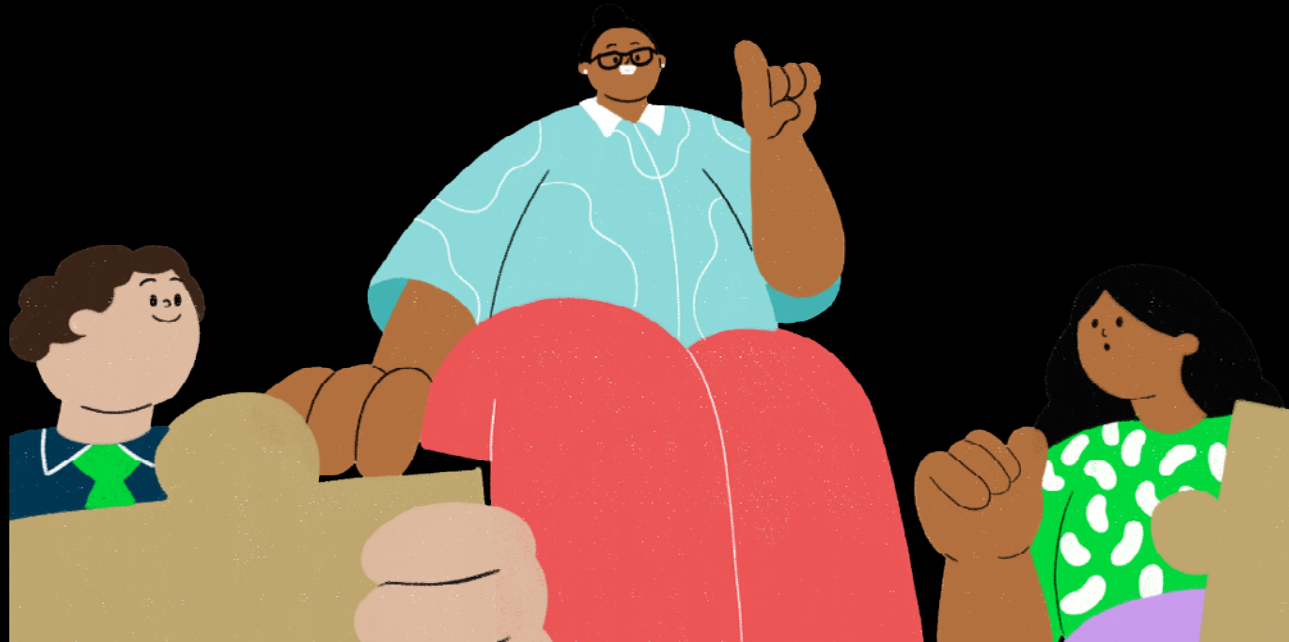


Human Rights Charter

Sage



Purpose and objective

Charter statement

Sage has an obligation to ensure we do the right thing for our customers, colleagues, partners, society and shareholders. Sage's purpose is to knock down barriers so everyone can thrive. Sage considers harms to human rights to be fundamental barriers which could impact individuals across our value chain. These barriers could include social and economic issues related to privacy, child and forced labour, equality and non-discrimination, and access to remedy.

Guided by the United Nations Guiding Principles (UNGPs) on Business and Human Rights and aligned with our broader approach to Sustainability & Society, Sage is committed to respecting human rights across its value chain. Additionally, our **Tech for Good** initiatives and the activities and programmes carried out under Sage Foundation have the opportunity to positively and actively promote human rights in the areas of education, technology and environmental restoration, while enabling small and medium businesses (SMBs) and communities to thrive.



Human rights due diligence

Sage is committed to conducting ongoing and timely human rights due diligence to inform our approach to human rights and the impacts most relevant to our supply chain, own operations, and use of products by our customers. These impacts fall into the following categories:

- Respecting privacy and protecting data
- Developing inclusive and accessible products
- Responsible development and use of Artificial Intelligence (AI)
- Promoting sustainable supply chain practices including identifying modern slavery



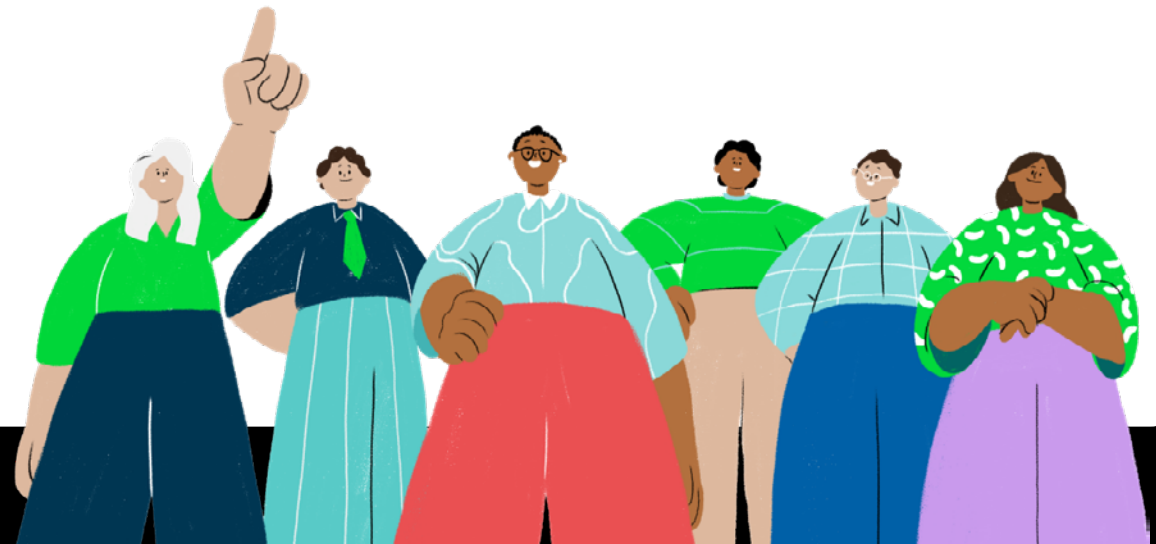
Our framework

Our respect for human rights and our approach is guided by international standards and guidance. These include:

- The Universal Declaration of Human Rights (UDHR);
- The International Covenant on Civil and Political Rights (ICCPR);
- The International Covenant on Economic, Social and Cultural Rights (ICESCR);
- The International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work; and
- The United Nations Guiding Principles on Business and Human Rights (UNGPs).

Additionally, our approach aligns with regulatory efforts and national legislation including but not limited to:

- The European Union's Forced Labour Regulation; and
- The United Kingdom's Modern Slavery Act.



Purpose and objective continued

Our commitments

We are committed to managing and mitigating potential negative impacts and risks to human rights that may arise across our value chain. We pay special attention to human rights impacts identified as potentially greater risk to Sage and our sector:



- **Privacy:** Sage upholds the right to privacy of colleagues and customers, including through the protection of their personal data. We take strong action to protect Sage against the risk of cyberattacks; and we collect, store and process all personal data safely and responsibly. This includes our use of data in product development and the way we use data to develop and train AI systems.
- **Modern Slavery:** Sage adopts a zero-tolerance stance on modern slavery and human trafficking. We recognise the potential risk of modern slavery linked to forced labour and/or child labour is present in our upstream value chain, and we have robust approaches and policies in place to mitigate and control this risk. This includes our comprehensive **Supplier Code of Conduct**, Third Party Due Diligence screening for our suppliers, and our Procurement Policy. For more detail, please see our **Anti-Slavery and Human Trafficking statement**.
- **Inequality, discrimination & unfavourable work conditions:** Sage is focused on creating an inclusive culture where our colleagues, customers, partners, visitors, suppliers and contractors are treated with dignity and respect, without fear of discrimination

or exclusion. We work to manage bias in our AI models and improve the accessibility of our products to help make sure that everyone is treated fairly.

- Internally, as detailed in our **commitments** to Diversity, Equality and Inclusion, we take a zero-tolerance approach to discrimination of any kind. Our Anti-Discrimination, Bullying & Harassment Policy, and Diversity & Inclusion policy further lay out our approach and provides guidance for colleagues.
- With respect to Sage products, the steps we take to prevent bias in Sage AI and improve accessibility are included in our Data & AI Ethics Policy, and Product Design Guidelines. Additionally, the Sustainability, AI and Data Ethics Management Committee provide further governance on Sage’s approach and guidance for colleagues.

Sage continues to monitor the potential low risk that our products could be used by customers in such a way that contributes to human rights harms. To support mitigation, Sage does not work with sanctioned businesses and conducts due diligence on customers with presence in one or more countries on our conditional territories list.



Remedy

Sage promotes a speak up culture that encourages and supports colleagues and those doing business with us to speak out if they see or suspect wrongdoing. We provide channels, for individuals across our value chain to raise concerns, including suppliers and partners. We investigate every report of potential misconduct and where appropriate take steps to provide remedy. Our approach is further set out in our **Code of Conduct, Supplier Code of Conduct** and Whistleblowing Policy.



Scope

Sage colleagues, suppliers, fixed term contractors under our terms and conditions, and others who do business with us are expected to uphold the commitments made in this charter.



Governance

The Chief Brand and Corporate Affairs Officer holds overall accountability for the Human Rights Charter. The Sustainability and Society team is responsible for monitoring progress and supporting the implementation of our commitments.

The Charter was approved by Sage’s Policy Governance Forum (“PGF”), which includes members of the Executive Leadership Team, such as General Counsel and Company Secretary, and Chief Financial Officer. The Charter is reviewed every two years, or when there are significant changes in our operating context and is reapproved by the PGF.

The development of our Human Rights Charter was supported by engaging internal stakeholders through a Human Rights Salience Assessment.

Sage’s commitments to human rights are included in Sage’s Code of Conduct. The Code applies to all Sage colleagues and is supported by mandatory training with re-certification every two years.

Appendix

Glossary

Artificial Intelligence or AI:

AI is the simulation of human intelligence by computer systems to enable them to solve problems in sophisticated ways. It is often “trained” to solve problems by using data.

Child Labour:

Any work performed by a **child** which deprives them of their childhood, their potential and their dignity, and that is harmful to their physical and mental development. Child labour refers to work that:

- Is mentally, physically, socially or morally dangerous and harmful to children; and
- Interferes with their education by depriving them of the opportunity to attend school; obliging them to leave school early; or requiring them to attempt to combine school attendance with excessively long and heavy work.

Forced Labour:

All work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered themselves voluntarily.

Harmful/Negative Human Rights Impacts:

A negative/harmful human rights impact occurs when a person’s human rights are restricted or limited in some way. The risk of this happening - whether it actually happens or not - is sometimes referred to as a “risk to human rights” or a “potential human rights impact”.

Human Rights:

Human rights are the fundamental rights outlined in the International Bill of Human Rights consisting of the Universal Declaration of Human Rights, the International Covenant on Economic, Social and Cultural Rights, and the International Covenant on Civil and Political Rights. Every human being is entitled to enjoy them without discrimination.

Human Rights Due Diligence:

An ongoing risk management process that a company follows to identify, prevent, mitigate and account for addressing adverse human rights impacts. It includes four steps:

- Assessing actual and potential human rights impacts;
- Integrating and acting on the findings;
- Tracking responses; and
- Communicating about how impacts are addressed.

Personal Data:

Information about an individual which either identifies them or from which they are identifiable. This might be an individual customer, a colleague or any other individual. A name and address or identification number are common ways of identifying somebody, but personal data can also include location data or online identifiers, for example, IP addresses relating to an individual’s online devices or internet cookie identifiers. Personal data does not need to be private or confidential information. Even information which is publicly available or about an individual’s professional life can be personal data. Some personal data is more sensitive than other information and it must be treated with more care, protected by increased security controls, and its collection and use is often subject to additional legal limitations or conditions.

Salient Human Rights Assessment:

An initial assessment that is part of broader human rights due diligence to identify human rights issues that are most salient. Salient issues are the those that potentially can have the most severe negative impacts. The types of issues that emerge vary from company to company and are dependent on a company’s activities or business relationships.

Remedy:

Remedy refers to the way that a negative human rights impact is addressed by a company and its efforts to restore an individual or group of people who experienced harm to the same position they were in before any harm occurred. Examples of remedy include compensation, apologies, or making changes to policies or processes to ensure the impact will not occur again.

Value Chain:

A company’s value chain encompasses people and entities with which it has a direct or indirect business relationship and which either supply products or services that contribute to the company’s own products or services or receive products or services from the company.



Sage

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