

Supplier Code of Conduct

Updated January 18, 2026



Who We Are and Why This Matters

Pallacor develops technology that loss prevention professionals rely on to make consequential decisions about real people. That responsibility does not stop at our own team. It extends to every individual and organization that works with us in any capacity.

This Code applies to all suppliers, contractors, vendors, and partners who provide services or support to Pallacor. If you work with us, these are the standards we expect you to uphold. Not because a contract requires it, but because the nature of our work demands it.

We hold our suppliers to the same standards we hold ourselves.

Do the Right Thing

We expect everyone who works with us to conduct themselves with honesty and integrity, without exception.

That means no bribes, no kickbacks, and no arrangements designed to improperly influence business decisions. It means maintaining accurate records, disclosing conflicts of interest before they become problems, and competing fairly without engaging in price-fixing, bid-rigging, or any other anticompetitive conduct.

If something does not seem right, it is likely not. Exercise your judgment, and when uncertain, ask.

Protect Our Customers' Data

This is the area where we maintain the highest standard.

Pallacor's platform processes sensitive information including suspect records, incident data, and retailer operations. Our customers entrust that information to us, and we extend that trust to you when you become part of our work. That trust carries real obligations.

Access and security. Access only the systems and data necessary for your specific scope of work. Use strong passwords, enable multi-factor authentication, and keep your devices secure and current. Personal devices may not be used to access Pallacor systems without explicit written authorization.

Confidentiality. All information Pallacor shares with you, including product plans, customer data, business information, and technical architecture, is confidential. It may not



be disclosed externally, referenced outside the scope of your engagement, or used for any purpose beyond the work you have been engaged to perform. This obligation survives the end of your engagement.

Prohibition on AI training. Pallacor data and customer data may not be submitted to any artificial intelligence, machine learning, or large language model system under any circumstances.

Data return and destruction. Upon conclusion of an engagement, all Pallacor data in your possession must be returned or securely destroyed. Written confirmation of destruction must be provided promptly upon request.

Incident reporting. If you discover or suspect a security incident involving Pallacor systems or data, notify us at security@pallacor.com.

Use Access Responsibly

Access granted to Pallacor systems is limited to what is necessary for your authorized scope of work. Credentials may not be shared. Systems or environments outside your authorized scope may not be accessed or tested without explicit written approval.

Upon conclusion of your engagement, all access will be revoked.

Treat People Well

Every person who works with or for Pallacor, whether a full-time employee or a short-term contractor, is entitled to be treated with dignity and respect.

We do not tolerate discrimination or harassment in any form. We do not engage with suppliers who use forced labor or child labor. We expect fair compensation, safe working conditions, and respectful treatment for all individuals involved in the work.

If you manage a team that supports Pallacor, these expectations apply to them as well.

Respect Intellectual Property

Do not incorporate software, code, designs, or content into work delivered to Pallacor unless you hold the appropriate rights to do so. Any licensing questions should be resolved



prior to delivery. All work products created under your engagement with Pallacor is the property of Pallacor as defined in your agreement.

Your Own Supply Chain

If your engagement involves subcontractors or third-party vendors, we require advance notice. Those parties are expected to operate in accordance with the same standards set forth in this Code, and you are responsible for ensuring they do.

If You See Something, Say Something

If you become aware of a potential violation of this Code, whether by your own organization or another party connected to Pallacor, we ask that you report it.

You may reach us at legal@pallacor.com. Reports may be submitted confidentially, and Pallacor will not retaliate against any individual who raises a concern in good faith.

What Happens If These Standards Aren't Met

We will make every effort to resolve issues through direct collaboration. However, in the event of a serious violation, Pallacor reserves the right to require a corrective action plan, suspend work during remediation, or terminate the relationship. Repeated or severe violations may result in legal action.