



Global Code of Conduct & Ethics

Deque Systems, Inc.

Version 1.0 – Last Updated: April 2025

This Global Code of Conduct is intended to guide ethical behavior at Deque Systems, Inc. and may be shared with clients, vendors, and external stakeholders as a reflection of our values and standards.

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Message from Our CEO

At Deque, our commitment to ethical behavior is more than a policy — it's part of our identity. As a mission-driven company focused on digital equality, we believe that how we work is just as important as the work we do. Every decision, every interaction, and every product we build should reflect our integrity and respect for every human being. At the heart of this is a simple principle: treat others how you would want to be treated. This Code is a reflection of those values. Thank you for your dedication to fostering a culture we can all be proud of.

— Preety Kumar, CEO

Introduction

At Deque Systems, Inc., we are committed to building a culture grounded in respect, accountability, and purpose. This Global Code of Conduct defines our standards for ethical behavior, professional integrity, and inclusion in the workplace. It applies equally to all employees, contractors, officers, and third-party representatives, regardless of location. As a fully remote and globally distributed organization, this Code ensures that we lead with values, uphold compliance, and work collaboratively across borders with trust and professionalism.



Our Mission

Digital Equality.



Our Vision

A world where digital experiences are universally accessible to all, regardless of ability.

✧ Our Core Values

At Deque, our core values are not just words—they shape how we think, act, and collaborate. They guide our work, our relationships, and our mission to deliver accessibility with integrity. These principles define who we are as a team and how we make a lasting impact.



Our Values in Action

We Care Deeply

About our colleagues, our customers, and the communities we serve. We care about doing meaningful work—and doing it well—because it matters to the people we impact.

Deliver What You Promise

We take ownership, follow through with integrity, and honor our commitments. We commit to what we know we can deliver—without letting ambition outpace accountability.

Open, Direct & Respectful Communications

We speak with honesty, listen with intention, and treat others with dignity. We foster a culture where thoughtful dialogue, constructive feedback, and clear communication are encouraged throughout the organization.

Innovation with Results That Matter

We pursue creative, forward-thinking solutions that lead to measurable, meaningful impact. We innovate with purpose—and always with the goal of making a difference.

Can-Do Attitude

We approach challenges with optimism, resilience, urgency, and momentum. We stay solutions-focused and keep moving forward, even when the path isn't obvious.

We Practice Humility

We stay in a constant learning mode, grounded in the belief that there's always more to understand. We lead with curiosity and self-awareness, prioritizing listening and reflection as much as contribution.

Employees Role at Deque

At Deque, every employee plays a critical role in upholding our ethical standards and reinforcing our mission of digital equality. This Code applies to all team members—regardless of location, level, or function—and must be followed alongside applicable laws, company policies, and local regulations. Our continued success depends on acting with integrity and making principled decisions, even when the path isn't obvious. If you're unsure about the right course of action, ask yourself: Does this align with Deque's core values? Is it consistent with our policies and legal obligations? Would I feel confident explaining this decision to a colleague, client, or regulator? If you can't answer "yes" to all three, pause and seek guidance. Reach out to your manager, Human Resources, or Executive Leadership for support. You represent Deque in everything you do. Make sure your actions reflect the high standards we hold ourselves to—and those we promise to our clients and community.



Manager's Role at Deque

While every employee is responsible for understanding and following this Code, managers have an added responsibility to lead by example, foster open dialogue, and guide ethical decision-making across their teams. Managers must ensure their teams understand how the Code applies to their roles and maintain a safe environment where questions and concerns can be raised freely. Managers are also expected to escalate any reported or observed misconduct promptly and ensure appropriate action is taken. Equally important, they must ensure that no employee who raises a concern in good faith experiences retaliation. By modeling ethical behavior and supporting others to do the same, managers help build and sustain Deque's culture of integrity and inclusion.

Business Partner's and Third Parties Role at Deque

Business partners—including vendors, contractors, suppliers, and consultants—are essential to our ability to deliver on our mission. We expect all third parties working with or on behalf of Deque to operate with integrity, comply with applicable laws, and uphold ethical standards consistent with this Code. This includes fair labor practices, anti-corruption compliance, and respect for human rights. All engagements must be grounded in appropriate due diligence. Deque reserves the right to end relationships with partners who fail to meet these standards.

The following sections outline the key standards of conduct that apply to all Deque employees, regardless of role or location. These principles are designed to help us make sound decisions, act ethically, and uphold our shared values in everything we do.

1. Respect, Inclusion & Global Citizenship

Deque is committed to fostering a global environment where individuals from all backgrounds and cultures are treated with dignity and respect. We value different perspectives, encourage open-mindedness, and expect all employees to contribute to a workplace free from harassment, discrimination, intimidation, or abusive behavior in any form.

3. Compliance with Laws & Regulations

We are committed to operating with integrity and in full compliance with all applicable local, national, and international laws. This includes—but is not limited to—labor and employment regulations, data privacy and protection laws, accessibility standards, and financial reporting requirements. Employees are expected to understand the legal obligations relevant to their role and seek guidance when uncertain.

5. Conflict of Interest

Avoid any situation where personal interests might conflict with professional duties. Employees must disclose any perceived or actual conflict to HR or management and follow internal policies to resolve them appropriately.

2. Professionalism & Collaboration

Employees are expected to conduct themselves in a professional and collaborative manner across all time zones and virtual engagements. Punctuality, ownership, and respectful dialogue are key to maintaining a productive remote work environment.

4. Confidentiality & Information Security

We are committed to safeguarding proprietary, confidential, and personal information. All team members are expected to follow Deque's information security protocols and protect customer, employee, and company data from unauthorized access or disclosure.

6. Anti-Bribery, Fair Competition & Integrity

Deque maintains a zero-tolerance policy toward bribery, corruption, or unethical business practices. We promote honest competition and conduct all business dealings with integrity and transparency.

7. Workplace Health, Safety & Sustainability

We expect all employees to support a healthy, safe, and inclusive virtual and physical work environment. Remote workers must ensure safe and ergonomic home workspaces. Deque is also committed to reducing environmental impact through responsible resource usage and sustainable business practices.

9. Digital Conduct & Use of Technology

Deque's communication tools and platforms must be used appropriately. Misuse of internal systems, harassment via digital channels, or sharing confidential data outside of approved channels is strictly prohibited. Social media and public communications should reflect professionalism and respect.

11. Human Rights & Anti-Trafficking

Deque is committed to upholding fundamental human rights in all aspects of our business. We prohibit the use of forced labor, child labor, and human trafficking in any form across our operations and supply chain. We expect our vendors, contractors, and partners to adhere to these same standards.

8. Intellectual Property and Copyright

Deque's intellectual property—including software, documentation, branding, and training content—must be protected. All employees are responsible for safeguarding company IP and respecting the intellectual property rights of third parties. Unauthorized use, reproduction, or distribution of copyrighted materials is strictly prohibited.

10. Gifts, Entertainment & Hospitality

Employees must not offer or accept gifts, hospitality, or other benefits that could influence, or appear to influence, business decisions. Nominal, infrequent gifts may be acceptable if they are customary and disclosed. All gifts or entertainment involving public officials must be pre-approved and in full compliance with anti-bribery and anti-corruption laws.

12. Expectations for Business Partners and Third Parties

Deque expects all business partners—including vendors, contractors, suppliers, and consultants—to act ethically and in compliance with applicable laws while representing or working with Deque. Business partners must operate with integrity, follow fair labor practices, and comply with anti-corruption and human rights standards. All engagements must be supported by appropriate due diligence. Deque reserves the right to terminate relationships with partners who fail to meet these standards.

13. Training, Accountability & Continuous Learning

Ongoing training ensures understanding and compliance with this Code. Managers are expected to model ethical leadership, and all employees are encouraged to seek guidance when in doubt. Participation in required trainings and refreshers is mandatory.

15. Enforcement & Disciplinary Action

Violations of this Code may result in corrective action, including disciplinary measures up to and including termination. Enforcement will be consistent, fair, and aligned with local legal requirements.

14. Reporting Concerns & Non-Retaliation

Deque encourages employees to speak up if they witness or suspect any violations of this Code, company policies, or applicable laws. We are committed to maintaining a culture of transparency and trust. All reports are taken seriously and will be investigated promptly and impartially. Reports will be treated as confidential to the extent possible, and we will make every effort to protect the anonymity of individuals who report a concern in good faith. Retaliation against anyone who raises a concern in good faith is strictly prohibited and will not be tolerated. Concerns may be raised directly with Human Resources, a manager, or through other designated reporting channels.

Questions or Concerns?

Contact Deque HR at hr@deque.com or your manager for clarification or support.

Together, we shape a more accessible and ethical digital world.

