

Supplier Diversity & Inclusion Policy

Fair access. Inclusive sourcing. Measurable progress.

Optimum Solutions is committed to fair and inclusive sourcing and to creating opportunities for capable small and diverse suppliers. We believe supplier diversity can broaden access to opportunity, strengthen competition and resilience, and extend positive economic and social impact through our supply chain.

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Review cycle	Annual
Policy owner	Head of Finance & Procurement
Executive sponsor	Chief Executive Officer
Approved by	Chief Executive Officer

1. Purpose and Scope

This policy sets out Optimum Solutions' approach to supplier diversity and inclusive procurement. It applies to procurement and sourcing activities undertaken by Optimum and is intended to support fair access to opportunities while maintaining the same expectations for quality, security, compliance, service and commercial value.

The policy applies across Optimum's operations, subject to local law, client requirements and the availability of qualified suppliers in the relevant category and market.

2. Our Commitment

Optimum seeks to identify, consider and develop capable small and diverse suppliers and to progressively improve the quality of supplier classification, measurement and reporting. Supplier-diversity status does not replace or reduce the need to meet Optimum's commercial, legal, information-security, data-protection, ethical and service requirements.

3. Supplier Diversity Definitions

For the purposes of this policy, a diverse supplier is a supplier that meets an applicable recognised ownership, social-enterprise, disability, veteran, minority, women-owned, LGBTQ+-owned or other diversity definition in the relevant market, or that provides an appropriate self-declaration where formal certification is not available or not required by law. Small and medium-sized enterprises may also be included within Optimum's inclusive-sourcing approach.

Local and client definitions take precedence where they differ. Recognised third-party certification will be used where available and appropriate; self-declaration may be used where lawful and proportionate.

4. Inclusive Procurement Practices

4.1 Competitive Sourcing

For competitive sourcing above SGD 50,000 (or local equivalent), include at least one qualified diverse or small supplier where one is available in the relevant category and market.

Where no suitable diverse or small supplier can reasonably be identified, the sourcing process may proceed without one.

Evaluation criteria should be applied consistently to all participating suppliers.

Requirements may be structured in a way that allows smaller suppliers to compete where doing so does not compromise value, security, service continuity or client requirements.

4.2 Supplier Onboarding and Due Diligence

Supplier due diligence should be proportionate to the nature, value and risk of the services being procured.

All suppliers remain subject to applicable information-security, privacy, legal, contractual and compliance requirements.

Where appropriate, suppliers may be asked to provide recognised certification or a self-declaration to support diversity classification.

4.3 Bidder Feedback

Unsuccessful bidders may request feedback. Optimum will provide feedback within 10 working days of the request, subject to confidentiality, legal and client restrictions.

4.4 Payment Terms

Optimum's standard payment term is 45 days from receipt of a correct invoice. Registered SMEs and diverse suppliers are eligible for 30-day payment terms, subject to agreed contractual terms and resolution of any invoice discrepancies.

5. Measurement and Reporting

Optimum is establishing a structured supplier-diversity measurement framework and a verified baseline of diverse-supplier spend. The underlying supplier classification and spend data required for consistent measurement are still being developed.

Optimum does not currently represent that it has a complete, verified Tier 1 or Tier 2 diverse-spend dataset available for client reporting. Client reporting will be supported progressively where relevant data is available and reporting requirements have been agreed.

6. Supplier-Diversity Spend Ambition

Following establishment of a verified baseline, Optimum intends to work toward diverse-supplier spend of approximately 5% of relevant addressable spend by September 2028, 8% by September 2029 and 10% or higher thereafter.

These are forward-looking ambitions and will be reviewed annually. They may be adjusted where the verified baseline, supplier availability, market conditions, client requirements or local regulatory considerations indicate that a different trajectory is appropriate.

7. Standards Expected of Suppliers

All suppliers, regardless of diversity classification, are expected to:

Comply with applicable laws, regulations and contractual obligations.

Act ethically and avoid bribery, corruption and undisclosed conflicts of interest.

Respect fundamental labour rights and prohibit forced, bonded and child labour in their operations and supply chains.

Provide equal opportunity in employment and avoid unlawful discrimination.

Meet applicable information-security, privacy and data-protection requirements, including client flow-down obligations where relevant.

Provide truthful information regarding ownership, certification and diversity status.

8. Governance and Responsibilities

Chief Executive Officer	Executive sponsor and approver of this policy. Provides overall oversight of the programme.
Head of Finance & Procurement	Policy owner. Accountable for implementation, sourcing controls, supplier classification approach, measurement framework and reported spend data.
Procurement / Finance / Local Support Teams	Support supplier onboarding, sourcing activity, classification and data collection as required within existing roles and responsibilities.

Optimum does not currently maintain a dedicated Supplier Diversity Lead role. Supplier-diversity responsibilities are embedded within existing procurement, finance and local support functions.

9. Training and Awareness

Employees involved in sourcing, supplier approval or client reporting should be made aware of the requirements of this policy and of the importance of accurate supplier classification and reporting. Additional guidance may be provided as the measurement framework matures.

10. Concerns, Exceptions and Non-Compliance

Exceptions to the sourcing practices in this policy may be appropriate where there is a single-source requirement, client mandate, security constraint, lack of suitable suppliers or other legitimate business reason. Material exceptions should be documented and approved through the relevant procurement or management process.

Suppliers who believe they have been treated unfairly in a sourcing process may raise the matter with Optimum through the relevant procurement or account contact. Concerns will be reviewed by an appropriate person not directly responsible for the original decision wherever practicable.

Misrepresentation of ownership, certification or diversity status may result in corrective action, removal from an approved supplier list or other action permitted under the applicable contract and law.

11. Review and Continuous Improvement

This policy will be reviewed annually by the Head of Finance & Procurement and approved by the Chief Executive Officer. Optimum will continue to strengthen supplier classification, measurement, target setting and client reporting as the underlying data and processes mature.

12. Related Policies and Public Disclosures

Sustainability & ESG Policy v2.0

Sustainability & ESG Disclosure 2026

Equality, Diversity & Inclusion Policy v2.0

Applicable supplier due-diligence, information-security and contractual requirements

Effective date: 1 October 2026