



# Procurement/ Supply Chain

At Willis Towers Watson (WTW), we aim to work with suppliers who share our values, and we expect high standards of business conduct from those who represent us or do business with us. We are continually working to improve policies, processes and guidelines for managing sustainability issues in the supply chain.

## Supplier practice

Our form of supplier/vendor contract stipulates that all operations shall be conducted in full compliance with any and all valid and applicable laws, rules, and regulations adopted by any governmental agency, whether local, state or federal, to the extent applicable to, and required for, the conduct of supplier/vendor's business operations in connection with the contract. This includes compliance with any applicable environmental or social laws.

All WTW colleagues must comply with our Code of Conduct and undertake annual Code of Conduct training. This helps ensure our colleagues understand the relevant compliance expectations we have for our suppliers.

## Supplier qualification and monitoring for ESG

Our sourcing and supplier qualification process (including supplier requests for information or proposals-RFI/RFP) considers environmental, social, and governance (ESG) factors to align with WTW values.

Once in the supply chain, quarterly and annual business reviews are held with strategic suppliers to help ensure their corporate behavior remains consistent and compliant throughout the relationship.

## Supplier diversity

There is an increased demand from Fortune 500 companies seeking engagement with minority- and women-owned firms as part of their requirements for doing business. We have an opportunity through our commitment to inclusion and diversity to strengthen our approach, messaging and delivery of this to our clients. Procurement and the business are partnering to develop a data-driven, client-centric, and more consistent approach to improve WTW internal spend with diverse suppliers, using technology and improved sourcing practices. A supplier diversity report is generated each quarter and distributed for general use within our business segments and for disclosure to our clients where required to support contractual obligations and RFI/RFP requests.

Learn more: [Supplier diversity statement](#)

## Anti-slavery and human trafficking

The nature of our business as a provider of professional services to corporate clients means that we have a low risk for slavery and human trafficking violations. However, because a higher risk may exist in our supply chain, it is important that relevant colleagues and suppliers are made aware, via our Code of Conduct and contracts, of the prohibitions against human trafficking and understand that the Company will take appropriate action against any colleague, agent, subcontractor, or supplier that violates those prohibitions. Company requirements relating to our vendors, including due diligence, onboarding and monitoring, tender processes and contracting requirements, are intended to minimize the risk that our supply chain benefits from human trafficking. Our Code of Conduct, which applies to all Company colleagues includes a hotline, provided by an independent third party, to report any concerns.

## Child labor

As noted in the "Supplier practice" section above, our form of supplier/vendor contract stipulates that all operations shall be conducted in full compliance with any and all valid and applicable laws. Where the form is in place, this includes compliance with any applicable laws related to child labor.

## Environmental sustainability

We are committed to improving our suppliers' environmental impacts by:

- increasing our demand for and use of goods that are developed in a sustainable way;
- contributing to a reduced carbon footprint, including through environmental sustainability questions and evaluation criteria within our procurement processes; and
- having in place a form of supplier contract that stipulates that all operations must be conducted in full compliance with all applicable laws in connection with the contract.

Like other professional services companies, WTW's direct impact on the environment largely comes from office-based operations and business air travel. As a result, we focus on these areas through our Procurement practices.

## Sustainable procurement

We work with our suppliers to procure a wide variety of goods and services that are developed in a sustainable way and contribute to a reduced carbon footprint. Examples include recycled office supplies, paper, toner, kitchen and pantry products, environmentally-friendly cleaning supplies, and renewable energy options.

## Printed materials

Reduced paper use and increased recycling have been an ongoing focus throughout our Company. This has included:

- reducing print volumes, and therefore paper, toner and equipment usage/power, by implementing print on demand technology and scanning capabilities and by having fewer printers in our offices; and
- defaulting printers to double-sided black and white printing to help reduce the consumption of paper and toner.

Procurement has supported the selection of a global print machine supplier to deploy software technology on all multi-functional devices to bring these print practices forward.

## Business travel and meetings

We work with our preferred airline and hotel chain suppliers to track and assess our business traveler's carbon footprint and collaborate on more sustainable ways to meet and travel.

## Risk and Compliance

Internally, we have a Supplier Risk Management Working Group that is committed to managing risk associated with strategic suppliers:

- WTW's use of these suppliers within the boundaries of the Company's risk and tolerance framework; and
- any limits and policies set by our [Global Leadership](#) or [Board of Directors](#).

The Working Group is sponsored by the Head of Procurement and comprises representatives from Business Continuity, Compliance, Enterprise Risk Management, Data Privacy, Finance, Information Cyber Security & Assurance, Legal and Procurement.

## Governance

Supplier assurance and governance is provided through a combination of our Procurement onboarding process; including executing the form of supplier contract, adherence to our Procurement Policy, and oversight by the Supplier Risk Management Working Group.



Please note the following Legal Disclaimer is incorporated by reference herein. As noted in the Disclaimer and our public filings with the U.S. Securities and Exchange Commission, we face numerous risks that could cause results to differ.

## Legal Disclaimer

### Forward-Looking Statements

Some of the statements contained on the Company's website are forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, and Section 21E of the Securities Exchange Act of 1934, which are intended to be covered by the safe harbors created by those laws. These forward-looking statements include information about possible or assumed future results of our operations. All statements, other than statements of historical facts, that address activities, events or developments that we expect or anticipate may occur in the future, are forward-looking statements. Also, when we use words such as "may," "will," "would," "anticipate," "believe," "estimate," "expect," "intend," "plan," "probably," or similar expressions, we are making forward-looking statements. Such statements are based upon the current beliefs and expectations of the Company's management and are subject to significant risks and uncertainties. Actual results may differ from those set forth in the forward-looking statements. All forward-looking disclosure is speculative by its nature.

A number of risks and uncertainties that could cause actual results to differ materially from the results reflected in these forward-looking statements are identified under "Risk Factors" in Item 1A of our Annual Report on Form 10-K and in our subsequent filings. These statements are based on assumptions that may not come true and are subject to significant risks and uncertainties.

Although we believe that the assumptions underlying our forward-looking statements are reasonable, any of these assumptions, and therefore also the forward-looking statements based on these assumptions, could themselves prove to be inaccurate. In light of the significant uncertainties inherent in the forward-looking statements included in our Annual Report on Form 10-K and subsequent filings, our inclusion of this information is not a representation or guarantee by us that our objectives and plans will be achieved.

### About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimise benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at [willistowerswatson.com](http://willistowerswatson.com).



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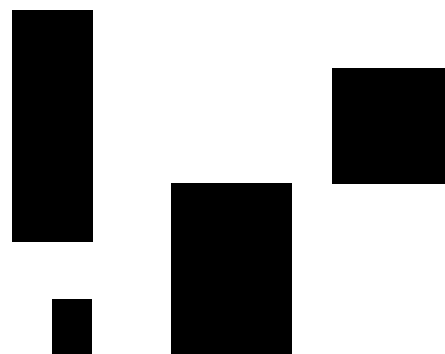
Our forward-looking statements speak only as of the date made and we will not update these forward-looking statements unless the securities laws require us to do so. In light of these risks, uncertainties and assumptions, the forward-looking events discussed on our website may not occur, and we caution you against unduly relying on these forward-looking statements.

### Risk Factors

As discussed above, a number of risks and uncertainties could cause actual results to differ materially from those projected in any forward-looking statements. The Company's risk factors are described in "Risk Factors" in Item 1A of our Annual Report on Form 10-K and in our subsequent filings and should be carefully considered in evaluating our business. The risk factors described in our filings are not the only risks and uncertainties that we face. Additional risks and uncertainties that are presently unknown to us could also impair our business operations, financial condition or results.

### Policy Statements

Each of the policy statements attached to this Legal Disclaimer is a statement of general policy. It is possible that specific circumstances in our global operations may differ from those described in our policy statements.



**Willis Towers Watson**