

Code of Conduct of Suppliers and Contractors

The Guinness Code of Conduct seeks to ensure that all suppliers and contractors provide a high quality customer-focused service and behave appropriately when they are working for Guinness.

The Guinness Service Style

Guinness is a customer service organisation. We expect all our suppliers to deliver customer experiences to Guinness customers and colleagues which result in high levels of customer and employee satisfaction.

Guinness expects every supplier we work with to contribute to, and enhance, our reputation as an amazing service provider. We also expect every supplier to deliver the Guinness Service Style which is:

- **Make it easy** – make every customer experience as effortless as possible. Make processes simple for customers to use. Use everyday language which is easy to understand.
- **Get things done** - take responsibility and make it happen. A sense of pace and urgency. Always doing what has been offered, or agreed, on time.
- **Warm & friendly** – thoughtful, respectful and bringing a smile. Treating customers how they wish to be treated. Empathetic and adult-to-adult.

All suppliers, contractors and their employees/agents must:

1. On receipt of an instruction to carry out works to Guinness sites or property, attend any pre-arranged appointments and confirm access arrangements with site/project manager as required. If these arrangements cannot be kept, Guinness must be advised of any changes to them.
2. Report their arrival and departure to Guinness colleagues where applicable.
3. Restrict operations to within normal working hours whenever possible unless specifically requested by Guinness. When this is unavoidable, give notice to the site/project manager of any work necessary during unsociable times.
4. Be fully equipped and prepared to carry out the works in terms of staff and materials. When delay is inevitable, a full explanation must be given to the site/project manager.
5. Carry identity cards that have been approved by Guinness and be prepared to show them on demand.
6. Be polite, considerate and well-mannered when dealing with Guinness colleagues and customers alike. Always wear a top.
7. Not use foul or abusive language. They should not involve themselves in any discussion which may be damaging to Guinness, customers, colleagues, other properties or other contractors. This includes making negative comments about Guinness, its employees and/or its customers.

8. Not harass or make discriminatory comments to customers or any Guinness colleagues. All dealings with all parties are to be undertaken with strict observance of the requirements of the Equality Act 2010 and Guinness' Diversity and Inclusion policy.
9. Not undertake any work for Guinness whilst under the influence of any drugs or alcohol, nor smoke in, or in close proximity to, customers' homes or any Guinness offices. Comply at all times with the Health and Safety at Work Act 1974, Guinness' Health and Safety policies and all other relevant regulations and legislation.
10. Not cause a nuisance to colleagues or customers, or play stereos or other audio equipment while undertaking work for Guinness.
11. Obtain permission from the customer to use sinks, water, electricity, toilet or phone in a customers' home.
12. Take care to ensure the comfort, safety and security of colleagues and customers and adjoining properties. In particular, use dustsheets or protective coverings whenever dust, dirt, paint mortar or similar nuisance is likely to affect furniture, fixtures, fittings, decoration, floor coverings or surrounding properties or gardens.
13. Keep all work areas clean, tidy and free from obstruction. Remove rubbish at the end of the day and dispose of in a sustainable way. Do not fly tip or leave rubbish anywhere..
14. Obtain permission from Guinness before using hazardous substances. Contractors should also have agreed start times for any noisy plant equipment with Guinness customers and not work in the proximity of children with any sharp tools and toxic substances.
15. Give notice if it is necessary to disconnect services such as gas, electricity or water supplies and keep such interruption to a minimum.
16. Refer any complaint or dispute between themselves and customers to Guinness immediately. If they come across a potentially compromising or violent situation, they should leave the site immediately and contact Guinness colleagues. If concerned about a possible safeguarding issue, immediately inform Guinness colleagues.
17. Not offer any inducement to encourage the ordering of work.
18. Not undertake any private work for any Guinness customer or colleague outside of the contractual arrangement while the contract is in force.