



Supplier Code of Conduct

March 2024

This document is aimed at new and existing suppliers who provide goods and/or services to Domestic & General Group Limited (D&G). We encourage our employees to familiarise themselves with this document to ensure the effective management of client-supplier relationships across the Group.

The purpose of this document is to outline the approach of Domestic & General Group Limited in managing its supply chain effectively. It communicates our values and expectations for the companies we collaborate with and specifies our terms of contractual compliance. For clarity, repair network partners are exempt from this Code of Conduct.

Why work with Domestic & General?

We are a leading provider of appliance protection, serving customers across the UK, US, Europe and Australia for over 100 years. We operate in 11 countries, and protect more than 200 different types of electrical items. We are committed to delivering the best procurement practices, ensuring quality service and product protection for our customers worldwide.

What we expect from our suppliers?

We trust our suppliers to support D&G's Culture Blueprint in delivering the best service to our customers.

Our culture blueprint

This embodies our identity and core beliefs, uniting our colleagues by embracing modern values. It guides our strategic priorities, ensuring the customer remains at the heart of everything we do.

Purpose: To protect what matters at the heart of every home

Values: Trust at our core, relentless customer focus, always inclusive, courageous in what we do, individually amazing and collectively brilliant

1. Business ethics and compliance

We expect fairness, transparency, and professionalism from both prospective and existing suppliers. Suppliers are expected to always act in good faith and avoid engaging in any situation that could lead to a conflict of interest. Conflicts of interest can occur where the interests of the supplier differ from the interests of D&G,

our customers or our employees. Any existing or potential conflicts of interest should be immediately disclosed to D&G.

Suppliers must comply with all applicable laws and regulations (including GDPR or local equivalents outside of the EEA), that affect their business and the provision of goods and services to D&G.

Our suppliers are expected to maintain effective policies and procedures to manage day-to-day business activities. They should anticipate changes, including regulatory changes, that may affect these processes or the provision of services to D&G.

D&G is regulated by the Prudential Regulation Authority (PRA) and the Financial Conduct Authority (FCA) in the United Kingdom (UK), the Federal Financial Supervisory Authority (BaFin) in Europe and the Australian Prudential Regulation Authority (APRA) in Australia.

Suppliers are expected to cooperate with D&G in fulfilling its obligations towards these regulators and refrain from actions that could cause D&G to be in breach of its regulatory obligations.

Suppliers shall manage and address risks within their supply chain, including those related to human rights violations, environmental harm, and unethical practices.

2. Health and Safety

Suppliers are expected to maintain health and safety procedures appropriate to their workplace.

They should ensure their employees are able to perform their jobs safely and comply with the UK's Health and Safety laws, or equivalent regulations, in the country of operation.

Suppliers shall provide a safe and healthy working environment, taking necessary measures to prevent accidents, injuries, and occupational hazards.

3. Anti-bribery and corruption

Suppliers must conduct their business with honesty, integrity and fairness and not engage in any form of corruption, bribery, money laundering or other unethical practices.

Suppliers should not offer or give bribes and gifts to D&G employees (including contractors and consultants acting on behalf of D&G) in order

to gain a business advantage. Excessive forms of corporate entertainment should also not be offered. We expect our suppliers to comply with all applicable laws and regulations related to anti-bribery and anti-corruption, such as the Bribery Act, when operating in the UK.

Suppliers should maintain and regularly review effective policies and procedures. Examples of required policies include, but aren't limited to, Anti-Bribery, Financial Crime and Anti-Corruption.

4. Environmental, Social and Governance

Suppliers should comply with relevant environmental regulations, social responsibility guidelines and corporate governance best practices. This includes adhering to sustainability initiatives, ethical sourcing, and responsible supply chain management. Suppliers are expected to adopt practices to reduce CO2 emissions from their operations.

Suppliers should provide transparent and accurate Environmental, Social and Governance (ESG) related data and reporting. This includes disclosing environmental impacts, social practices, and governance measures – allowing D&G to assess the supplier's sustainability performance.

D&G may expect its suppliers to actively collaborate on ESG initiatives and work together to identify opportunities for mutual sustainability improvements. This could include joint efforts to reduce carbon emissions, enhance resource efficiency and support community development projects.

Suppliers are encouraged to adopt environmentally sustainable practices, such as waste reduction, energy efficiency and the responsible use of natural resources.

D&G may seek suppliers' collaboration on Corporate Social Responsibility projects and initiatives, fostering a mutually beneficial partnership in driving positive social and environmental impacts.

D&G expects suppliers to promote diversity and inclusion within their workforce, embracing fair employment practices and equal opportunities regardless of their race, gender, religion, age, disability, sexual orientation or any other protected characteristic.

Suppliers shall foster an inclusive culture, respecting human rights, and promoting ethical business practices, including combatting corruption and bribery.

Additionally, suppliers shall uphold the principles of equal opportunity and fair treatment of employees, ensuring their rights to freedom of

expression, association and collective bargaining are respected.

5. Modern slavery

We are committed to improving our practices in combatting slavery and human trafficking in our business operations and supply chain. Suppliers must not engage in forced labour, child labour, or any form of human trafficking. We expect suppliers to state their commitment to preventing and combatting modern slavery within their supply chains.

Companies subject to legal requirements, such as the UK's Modern Slavery Act 2015, Australia's Modern Slavery Act 2018 (Cth) and Germany's Supply Chain Due Diligence Act, are expected to provide a copy of their Modern Slavery statements upon request.

Suppliers shall also comply with all applicable labour laws, covering working hours, wages, benefits and the freedom of association. They are also expected to respect and uphold the human rights of their employees and those affected by their operations.

If a supplier suspects or identifies instances of modern slavery within their operations or supply chain, immediate action must be taken to rectify the situation. Measures should also be implemented to prevent future occurrences.

6. Registering interest and communication channels

Suppliers are requested to follow our engagement guidelines when communicating with D&G:

- a) We encourage suppliers to initiate contact via email as the primary mode of communication. To express interest in becoming a supplier to D&G, please submit your inquiry via email to procurement@domesticandgeneral.com
- b) When reaching out, suppliers should clearly state the purpose of their communication to facilitate efficient responses. This includes providing relevant details, such as company name, contact information, and specific queries.
- c) While our team strives to respond to supplier inquiries promptly, we kindly ask suppliers to allow a reasonable timeframe for responses, particularly during high-demand periods.
- d) In any communication with other D&G business functions (such as existing agreements, commercial proposals, negotiations, as well as new work proposals), please include the D&G Procurement Team (procurement@domesticandgeneral.com).

- e) For any necessary face-to-face meetings or virtual meetings, suppliers should schedule appointments in advance, to ensure availability and adequate preparation time. Meeting requests can be sent to procurement@domesticandgeneral.com
- f) In certain cases, specific guidelines may apply for contacting D&G, especially during ongoing procurement processes or RFX submissions. Suppliers are advised to follow instructions provided in these documents for seamless engagement.
- g) During contract negotiations, if applicable, suppliers are asked to present their proposed Terms and Conditions in an editable MS Word format. Please avoid submitting documents as PDFs.
- h) Any questions regarding D&G's Supplier Code of Conduct should be sent to srm@domesticandgeneral.com

Controls and monitoring

D&G maintains effective controls and procedures, including due diligence on both prospective and existing suppliers. We reserve the right to request evidence of suppliers' compliance with contractual and regulatory requirements, as well as those within this Supplier Code of Conduct.

Suppliers are expected to make reasonable efforts to provide the required evidence within specified timelines and to cooperate with D&G in addressing any queries raised regarding the provided evidence. All evidence received will be subject to review by subject matter experts within D&G.