

Supplier Code of Conduct

Introduction

Guarantee Laundries prides ourselves on the uncompromising values at the core of our ethos, operating as a responsible, ethical, fair and a high integrity-based business.

We believe that our Suppliers, and all other stakeholders, are our partners.

We aim to develop and retain long-standing and mutually beneficial relationships with suppliers that share our commitment to tackling social and environmental issues and strongly believe that we can all be a positive influence on each other, our communities, both locally and further afield, and our planet.

We expect our Suppliers comply with our Supplier Code of Conduct, and request they seek to develop relationships with their own supply chains on the following principles.

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Section 1 : Legal requirements

We, Guarantee Laundries Ltd, are committed to conducting business in compliance with applicable laws and regulations in the countries where we do business. We expect our suppliers to do the same.

In the event the applicable local law conflicts with this Supplier Code of Conduct, we expect our Suppliers to comply with the law.

Suppliers shall:

Anti-bribery/anti-corruption/conflicts of interest

- Adhere to the highest standards of ethical business and comply with applicable anti-bribery and corruption laws.
- Have procedures, policies and documentation in place to ensure they do not engage in bribery or corruption in any form.
- Not partake in any gifting to Guarantee employees that create, or create an appearance of, a conflict of interest. Modest gifts that are not provided as a quid pro quo, are infrequent, unsolicited, given at a customary gift-giving occasion, reasonable and customary are permissible.
- Declare any other potential conflicts of interest to Guarantee Laundries in writing at their earliest convenience.

Confidentiality

- Ensure Guarantee Laundries confidential information, including personal information, is safeguarded against unauthorised use and is only used for the purposes for which it was provided.
- Promptly notify Guarantee Laundries of any improper disclosure or use of such information, whether intentional or unintentional.

Section 2 : Labour standards

We expect Suppliers to ensure that they do not partake in practices of forced labour, child labour, human trafficking or modern slavery, be it bonded, prison, indentured or otherwise, and that their employees are shown courtesy and respect, and are provided with the resources they are entitled to and require.

Suppliers shall:

Child Labour

- Prohibit the employment of workers under the minimum age for work or mandatory schooling as specified by the local law. When a young person (under the age of 18) is employed by the Supplier, the Supplier will ensure that the employment caters for their mental, physical, moral and social needs, the young person does not have contact with hazardous chemicals / use of machinery and their employment does not interfere with their education.

(A young person or young worker is defined as a person over the age of a child as defined by local law and under the age of 18).

Human trafficking/forced labour

- Only employ workers who are legally authorised to work in their facilities and require applicants to validate this authorisation prior to employment.
- Not require employees to make payment to ensure employment, or transportation or accommodation, nor have to surrender original identity documents.
- Allow employees the right to leave employment (giving reasonable notice) at any given time.

Working hours, wages, employment benefits, privacy

- Ensure that working hours and paid annual leave comply, at a minimum, with local laws.
- Ensure that wages and benefits paid meet, at a minimum, national legal standards.
- Uphold the privacy rights of their employees in line with local laws.
- Provide all employees with a contract of employment, which includes all rights, terms and conditions.

Health & Safety

- Meet, and strive to exceed, the requirements of their applicable health and safety laws and regulations.
- Provide and maintain safe and healthy working conditions for all employees; this includes, but is not limited to, suitable PPE, risk assessments, providing relevant training in the workforce, hygienic facilities, sufficient and maintained machinery/facilities.
- Provide and maintain appropriate first aid equipment and supplies and keep records of accidents and injuries.
- Have suitable fire prevention and emergency action plans in place to protect employees and other persons on site.

Section 3 : Environmental

We all have a duty to identify, understand and actively work towards reducing our negative impact on the environment, and to increase our positive impact on the environment. Guarantee carries this out in conjunction with our current certifications and includes, but is not limited to, carbon emission monitoring, reducing the use of natural resources, safe and ethical disposal of all waste, be it recycling, general or hazardous.

Suppliers shall:

- Ensure they comply, at a minimum, with all local environmental laws and regulations.
- Strive to minimise emissions generated through their operations via efficiency and other methods.
- Ensure that waste streams are identified and managed accordingly, with all such disposal being carried out in an environmentally conscious manner.
- Provide training on environmental matters, policies and procedures to all relevant personnel.
- Monitor packaging materials and transportation methods with a view to improving the environmental impact.

Section 4 : Ethics

Our employees deserve equal opportunities based on their work, commitment and unique strengths. We embrace inclusivity of all people, and their individual abilities, strengths and differences, promoting an environment that is free from discrimination, bullying and harassment. We comply with applicable laws and expect our Suppliers to do the same.

Suppliers shall:

Diversity, equity and inclusion

- Protect their employees from any form of harassment, bullying or other inappropriate behaviour.
- Treat employees and all other stakeholders with fairness, dignity and respect.
- Promote diversity and inclusion through all aspects of their business.
- Provide employees with fair and equal compensation for their work.

Discrimination

- Suppliers shall maintain a working environment free from discrimination based on age, race, religion, disability, sexual orientation, gender identification, sex, nationality, ethnic or social origin, political opinion or marital status. This list is not exhaustive.
- Supplier shall ensure that the above is applied to all practices involving hiring, training, promotion, termination, compensation and treatment.

Ethical trading

- Suppliers shall conduct their business with high ethical standards and integrity.
- Suppliers shall have processes to review their own supply chain from an ethical perspective.

Section 5 : Communication

At Guarantee Laundries, we aim to be proactive, transparent, accountable and open in our communications.

We request that Suppliers ensure their employees are aware of and understand this Code of Conduct.

Guarantee Laundries may, at times, request documentation or confirmation of the above topics in line with our own due diligence practices and associated certifications/accreditations.

We encourage all our Suppliers to engage with Guarantee on the above topics as and when necessary.

By continuing to supply Guarantee Laundries, you acknowledge acceptance of this Code of Conduct. If you have any questions in relation to this Code of Conduct, please get in touch with your normal Guarantee contact, or email jo.carter@guarantee-laundries.co.uk.

Document Amendment Record				
Issue #	Amendment detail	Author	Date	Approved
01	Original issue	J Carter	30/04/2025	F Foote

Reviewed April 2026, no changes, J Carter