



## Supplier HSSE Guide

© 2014 Dwellworks



## Contents

Purpose and Scope .....	3
General Guidelines .....	4
Health and Safety .....	5
Transportation Safety.....	6
Environmental Protection Guidelines .....	7
Safeguarding Confidential Information .....	8
Accident/Incident Reporting .....	9
Concerns and Improvements .....	10
How to Report a Concern or Violation .....	11



## Purpose and Scope

Dwellworks is committed to the health, safety and security of its independent contractors. This Health, Safety, Security and Environment Guide (the “Guide”) applies to all supply-chain partners and anyone engaged by supply chain partners (“Suppliers”) who are providing services to Dwellworks, LLC and its affiliates and subsidiaries (“Dwellworks”) in any of the jurisdictions Dwellworks operates.

These provisions are not meant to control the manner and means of servicers, but rather to provide some minimum guidelines for preventing and protecting against possible health, safety, security and environmental (“HSSE”) issues that may arise while Suppliers are conducting business on behalf of Dwellworks. In addition, Suppliers should use this Guide in conjunction with Dwellworks’ Supply Chain Partner Code of Conduct (the “Code”).

## General Guidelines

Suppliers should:

- + **Understand** and comply with the Guide, and all relevant laws and regulations
- + **Respect** the environment and act in an environmentally conscious manner
- + **Cooperate** and assist with any accident/incident investigations
- + **Contribute** to maintaining a safe working environment
- + **Report** any significant HSSE risks, unsafe conditions or “near-misses” associated or encountered with their work activities

## Health and Safety

Promoting and enhancing the health of our Suppliers, clients and communities is vital to Dwellworks' success. While conducting business on behalf of Dwellworks, all Suppliers should:

- + Refrain from the consumption of alcohol
- + Refrain from smoking or using tobacco products
- + Never use, possess, distribute or sell any illegal drugs or controlled substances
- + Never use or possess firearms, explosives, or other weapons and destructive devices
- + Refrain from entering properties with known or suspected health, safety or security threats
- + Avoid areas where there is civil unrest, violence, or other harmful man-made or natural conditions that pose a risk to health or safety
- + Never engage in any violent or dangerous activity
- + Report all healthy and safety risks or concerns immediately

## Transportation Safety

When conducting business on behalf of Dwellworks, Suppliers should:

- + Possess a valid and current government-issued driver's license, proof of insurance, and vehicle registration certificate available for inspection
- + Ensure that their vehicle is well maintained, in good condition, and outfitted with all necessary safety, first aid and roadside assistance equipment, as required by a work order or local law
- + Refrain from using a mobile phone or any other communication device, in either hand-held or hands-free mode, when driving a vehicle
- + Obey all state and local traffic, driving, and safety laws
- + Exercise caution while encountering slippery roads and other unsafe weather conditions affecting safe driving
- + Use all necessary and relevant forms and documentation in the event of an HSSE violation or accident
- + Report all accidents immediately to local police/emergency services, if applicable, as well as to Dwellworks



## Environmental Protection Guidelines

Environmental protection is an integral part of Dwellworks' business operations. Dwellworks believes that we have a responsibility to care for and protect the environment in which we operate. Dwellworks recognizes that its key impacts are in the areas of energy use, waste generation, recycling, transportation, and procurement. Dwellworks is fully committed to operating sustainably, minimizing environmental impact, and encouraging partners to join us in this effort. Dwellworks' Suppliers should strive to:

- + Adopt the highest environmental standards in all areas of operation;
- + Minimize waste through careful and efficient use of all materials and energy; and
- + Purchase sustainable products whenever feasible.

## Safeguarding Confidential Information

All Suppliers should safeguard the integrity of Dwellworks' and its clients' confidential information. Suppliers should always act with the same amount of vigilance and care in dealing with Dwellworks' information as you would give your own personal information. Such information includes, but is not limited to: e-mails, text messages, instant messages, multimedia messages, or other forms of electronic communication, reports, documents, manuals, photographs, audio/visual recordings, voicemails, and any proprietary, confidential, or sensitive information related to Dwellworks or its clients (collectively, "Dwellworks Information"). In order to protect Dwellworks Information, Suppliers should:

- + Never allow other users to access Dwellworks Information on their devices;
- + Never remove security controls from their devices that access Dwellworks Information; and
- + Maintain strong passwords on their devices and change passwords frequently.

## Accident/Incident Reporting

Active reporting assists with reducing the frequency or recurrence of incidents. All accidents, incidents, near-misses and dangerous occurrences must be reported and investigated at the location of the incident. This includes driving and transportation-related incidents, instances of damage to any property, and minor injuries suffered during the provision of services. Suppliers should always provide details on the type and cause of the incident and on any corrective/preventative actions taken. Significant or severe incidents must be reported within twenty-four (24) hours.

## Concerns and Improvements

Suppliers who have health, safety and/or security concerns should report these concerns to Dwellworks. Suppliers are also encouraged to provide feedback and HSSE improvement suggestions. Dwellworks will make reasonable efforts to communicate to Suppliers important changes, improvements or updates to health, safety and security standards and issues.

## How to Report a Concern or Violation

Speaking up when problems arise protects you, Dwellworks, our clients and our communities. If you have a HSSE concern or if you need to report a HSSE violation, then you have a responsibility to speak up. Failing to report HSSE issues can result in reputation damage, financial loss, and serious physical harm.

Your Dwellworks contact is available to discuss concerns or questions about compliance. The following options are also available:

- + Call or email your Dwellworks contact
- + Email the Compliance Office at [compliance@dwellworks.com](mailto:compliance@dwellworks.com)
- + Call anonymously using the applicable Dwellworks Compliance Hotline:
  - **United States/Canada:** 1 (877) 647-3335  
Code: 8003992626
  - **Mexico:** +52 (55) 4170-7583  
Code: 8003992626
  - **Costa Rica:** 506-40003673  
Code: dwcostarica (39267827422)
  - **United Kingdom:** +44 (800) 048-8047  
Code: 8003992626
  - **Luxembourg:** File a report through <http://www.redflagreporting.com>  
Code: 8455192606