



Supplier Code of Conduct

All Sentry suppliers and their representatives shall conduct their business activities in full compliance with the applicable laws and regulations that apply to their work and location. If granted access to certain Sentry systems, networks, and buildings, our suppliers must comply with all our requirements related to confidentiality, privacy, and security.

BUSINESS PRACTICES

General expectations:

- Deliver goods and/or services as contractually promised
- And when on-site at a Sentry office:
 - Be punctual and reliable
 - Be pleasant and courteous to employees, customers, and coworkers

Business dress

The general dress standard at Sentry is business casual.

Electronic monitoring policies

Our information and telecommunications systems and equipment—including internet, email, telephone, and fax—are for official and authorized Sentry business purposes. All messages and attachments created, sent to, or retrieved through electronic messaging systems, the internet, and Sentry systems is Sentry property and shouldn't be considered private.

Sentry monitors, records, and periodically audits the use of its information and telecommunication systems and equipment. Use of these systems and equipment constitutes express consent to such monitoring, recording, and auditing. Our telephone network is for business use. Personal phone calls, including calls to and from cell phones, are discouraged except for emergency situations. Public access phones are available to make non-Sentry related calls.

Camera, smart phone, tape recorder, and recording device use

Suppliers visiting Sentry offices may not use picture or sound recording devices in the workplace.

Security

When visiting a Sentry property or facility, suppliers must follow all published security procedures. All suppliers must register and visibly display a Sentry visitor badge at all times while on site. A Sentry employee must escort suppliers to and from meetings.

Sentry equipment and materials

Sentry property, facilities, equipment, and materials are to be used for conducting company business. This includes photocopy services and Sentry supplies.

Conservation of resources

We're committed to conserving resources used in our business operations, and we'd like you to use them efficiently, too. Reduce, reuse, and recycle supplies and materials wherever practical.



Gifts and payments policy

It's against company policy for Sentry employees or immediate family members to accept money, gifts, discounts, loans, trips, or any goods or services of more than token value from Sentry customers and suppliers or potential customers and suppliers. This policy doesn't apply to common courtesies, business gifts of nominal value, or modest social entertainment incidental to business relationships of value to Sentry. These nominal gestures should reflect good business ethics and good judgment.

Avoid the appearance of impropriety. Any items received that don't meet the policy will be returned. No side payments to any person or entity while seeking or retaining Sentry business can be made. No secret or illegal payments, kickbacks, bribes, or other payments in any form can be made to Sentry, its policyholders, or employees.

Press and media

Our suppliers may not speak to the press regarding Sentry business or submit press releases or customer lists that include the Sentry name unless expressly authorized in writing by a Sentry officer.

EMPLOYMENT PRACTICES

We expect our suppliers to share our commitment to equal opportunity in the workplace. You shall conduct your employment practices in full compliance with all applicable laws and regulations, in addition to complying with our policies listed below while on site at any Sentry location.

Discrimination and harassment

We're committed to making work opportunities available and facilities accessible to qualified individuals. Discrimination or harassment based on race, color, national origin, religion, sex, marital status, disability, age, and sexual orientation violates Sentry policy. We're committed to providing a work environment that fosters mutual respect for all individuals.

Sexual harassment policy

Sexual harassment means unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature (such as suggestive comments or lewd behavior) when any one of the following three factors is met:

- Submission to that conduct is made either explicitly or implicitly a term or condition of the individual's employment
- Submission to sexual activity or a rejection of the request for sexual favor becomes a basis for a decision concerning an individual's employment
- The conduct unreasonably interferes with the individual's work performance or creates an intimidating, hostile, or offensive work environment.

Sentry does not tolerate harassment of any type and will investigate reports of such behavior and take appropriate corrective action.

Weapons rule

To protect the safety of employees and others, Sentry prohibits employees, suppliers, visitors, policyholders, and anyone other than law enforcement officials from carrying weapons into the workplace, company parking lot, or any property owned, leased, or controlled by Sentry.

Workplace violence

We enforce a policy when employees, suppliers, contractors, policyholders, claimants, visitors, or others make threats or perform acts of violence in the workplace. Violence in the workplace includes, but is not limited to, intentional acts that result in injury to any person on Sentry-controlled property, damage to Sentry property, and threats to harm individuals or damage property. Threats of violence can occur in person or through telephone conversations or other forms of communication.

Drug and alcohol abuse

We prohibit employees and suppliers from the sale, purchase, transfer, possession, use, or condition of being under the influence of alcohol or another controlled substance in the workplace and/or while performing Sentry-related company business.



Conflict of interest

Relationships with suppliers can create potential conflicts of interest, either real or perceived. Suppliers and/or their representatives shall not deal directly with Sentry employees that hold any significant financial interest in the supplier's organization or with employees whose family members hold such interest. Suppliers must refrain from exploiting their relationship with Sentry or use our name with any fraudulent, unethical, or dishonest activities. Transactions between employees and Sentry suppliers must not suggest even the appearance of personal advantage. No secret or side arrangement between the company and any policyholder, producer, or supplier is allowed.

Confidentiality

Sentry considers its business relationships with each of its suppliers and potential suppliers confidential. Sentry will handle information received from suppliers in a responsible fashion, and expects all suppliers to handle internal information received from Sentry employees in a similar manner. We'll routinely request our suppliers as well as prospective suppliers to execute a non-disclosure agreement. We may include additional confidentiality requirements in contractual documents if you're awarded our business.

Monitoring and compliance management

Suppliers are responsible for ensuring your representatives understand and comply with the Sentry Supplier Code of Conduct and to inform us if any situation develops that causes a code violation. Sentry suppliers are expected to self-monitor their compliance with this Supplier Code of Conduct. In addition to any other rights we may have under our agreement with you, Sentry may request the immediate removal of any representative who behaves in a manner that is unlawful or inconsistent with this code or any Sentry policy.

To report a possible violation of the Supplier Code of Conduct, you're first encouraged to work with your primary Sentry contact to resolve your concern. If this isn't practical or possible, please call our toll-free confidential hotline at 866-418-4833.