

Supply Partners

Code of Conduct

1. Suppliers are a key part of CFG's success and are to be treated as partners.
2. It is the supplier's responsibility to understand our business and to present us with smarter ways for us to operate and to determine opportunities for CFG to use more of their products or services.
3. Supplier's price is privileged information and will not be released to competitors.

In all bidding situations, prices will not be revealed or given to competitors to match.

4. The company will conduct price and market reviews on all suppliers. However the incumbent must lose the business. In the case of a tie the incumbent remains in place.
5. Supply partners are expected to use our concepts as consumers, and evaluate how their products are used and perform in the real world and report back their guest experience to CFG management.
6. Termination of a supplier is subject to the same standards as termination of an employee. No one individual has the power to terminate suppliers. All recommendations for supplier terminations will be referred to the Executive Committee for consideration and approval.
7. Our agreements are between our companies, not the individuals who work there. If our key contact leaves your company and joins a competitor or starts his own business, we are still committed to your organisation.

Under normal commercial supplier review practice and bidding processes, the former employee's new company can win our business on the merit of his bid at the appropriate time.

8. The Open Door Policy to the C.E.O. is the same for suppliers as for employees. Supply Partners are free to present issues of unfair dealing in a confidential manner without fear of reprisal or retribution.
9. On the formation of a supply arrangement it is our intention for us to be partners for life. It is the dual responsibility of both partners to nourish, develop and enhance the mutually beneficial aspects of the relationship as we "grow together."