

California Transparency Act Supply Chain

Cygnus Home Service, LLC, and its related entities (“Yelloh”), operate from the core belief of running its business in a fair, honest and socially responsible manner while striving to make the communities where it resides a better place. Further building upon this belief is an expectation of employees of Yelloh to act in an ethical and legal manner. Yelloh conducts an annual ethics training and review that is mandatory of each employee and serves as a reminder of the company’s expectations. Each employee is expected to follow the company’s policies and to conduct business in accordance with all applicable local, state and federal laws. In furtherance of this expectation, Yelloh operates from its core values of: Growth, Hard Work, Helping One Another, Enthusiasm and Integrity. This expectation is also extended to all of Yelloh’s business partners, which includes but is not limited to: raw material and service providers in its supply chain.

While Yelloh acknowledges and appreciates the wide variety of cultural and political differences in all the countries of the world, the underlying expectation is that its business partners should at all times conform with Yelloh’s expectations which is now communicated in contracts with business partners. Yelloh itself carefully selects its suppliers and contractually requires that any products and/or services provided by a business partner is done in accordance with all applicable laws, including but not limited to those related to slavery and human trafficking. Yelloh has a strong commitment to treating its employees fairly with dignity and with respect. Business partners are expected to share in this vision, which would include conducting business with high levels of integrity, responsibility and ethical standards supporting the fundamental human rights that should be afforded to all individuals.

Yelloh expects that its business partners would not employ underage individuals in violation of applicable law, would not use illegal, abusive, involuntary or forced labor, or fail to comply with wage and hour laws. Working environments and conditions for employees should be safe and sanitary and promote the general welfare of employees. Yelloh’s policies are intended to extend further than the law. Accordingly, Yelloh has provided business partners an avenue to report compliance issues involving not only themselves but others, including employees, through its Ethics Help line at 1-844-936-0722 or ethics@cygnusdelivers.com. All reports are taken seriously and investigated properly, with remedial measures available for business partners up to and including possible removal of the business partner from Yelloh’s supply chain and in the circumstance of an employee violation, remedial measures up to and including termination. If an investigation leads to an audit of a particular business partner within Yelloh supply chain, such a Yelloh-conducted audit would be announced to the respective business partner. Through open communication and this reporting mechanism, Yelloh maintains its commitment to operating in a fair, honest and socially responsible manner balanced with safeguarding the individuals contributing to the supply chain.