



Ameren Missouri - Customer Operations

CONTRACTOR CONDUCT POLICY

PURPOSE

It is extremely important that all contractors and subcontractors ("Contractors") who perform work for our Customer Operations function in Ameren Missouri ("Ameren Missouri" or "Ameren") or who are associated or affiliated with Ameren in any manner, understand that they and their own employees must meet Ameren's standards when performing work on Ameren projects, on behalf of Ameren or on Ameren property ("Ameren Projects") which brings them in contact with Ameren customers, employees and the general public. The purpose of this policy is to provide more specific guidance to such Contractors regarding Ameren's expectations of Contractors and their employees' appearance and conduct in this regard.

POLICY

All Contractors will establish, enforce and maintain policies to ensure that their own employees conduct themselves in a respectful, courteous and professional manner when performing work on Ameren Projects.

Appearance

All Contractors will establish, enforce and maintain policies to ensure that their own employees dress in an appropriate manner, including any required clothing, uniforms and possession of appropriate photo identification badges. The policy should also require that the appearance of all equipment be maintained in a professional manner.

Customer Contact and Use of Property

In addition to the policies referenced above, Contractors will have policies that govern the following:

- All Ameren customers are to be treated in a respectful and courteous manner.
- Contractor personnel should provide property owners with explanations as needed, and to the extent possible, of the work to be done on their property before starting.
- Use of an Ameren customer's property is to be limited to that reasonably necessary to perform the contracted work.
- Contractor personnel will not use Ameren customer's property for restroom breaks or other personal activities.
- All Ameren's customer property will be left in a clean and restored manner upon completion of the work.

Inappropriate Conduct

Ameren will not accept, condone or tolerate inappropriate actions or behavior by any Contractor or its employees towards its customers, the public, Ameren employees, and other Ameren-affiliated contractors including, but not limited to, the following:

- The use of alcohol and/or illegal drugs
- Workplace violence and/or the carrying of any weapons
- Workplace harassment of any type, i.e. physical or verbal
- Other inappropriate or offensive behavior or actions, both implied and explicit
- Any material violation of the Contractor's policies related to customer issues or complaints

POLICY VIOLATIONS

Ameren Contractors must promptly notify Ameren of any material violations of this policy or related customer complaints. Should Ameren determine that any Contractor employees conducted themselves in a manner inconsistent with Ameren expectations and values, Ameren may require that such personnel be removed and thereafter barred from the specific Contractor's project and not assigned to any other Ameren project without Ameren's specific consent. In addition, the responsible Contractor will be subject to a further review of its overall conduct related to this policy and may result in the potential loss and/or reduction of business with Ameren. The specific Contractor is solely responsible for any disciplinary action taken as a result of violations of this policy. Failure to report any such violations of this policy or related customer complaints by Contractor will also result in a further review of Contractor's overall conduct related to this policy and may result in the potential loss and/or reduction of business with Ameren.