

1 INTRODUCTION

This business believes that how a business makes money is just as important as how much money a business makes.

Businesses have an impact on the local community and the natural environment, as well as more traditional stakeholders (such as staff and suppliers). This business attempts to take a responsible attitude to all of its stakeholders and make a positive beneficial contribution to broader society. This means having high standards in the following areas:



2 QUALITY AND PROFESSIONALISM – DOING THE RIGHT THING

2.1 Business Ethics

This business believes that delighting customers with quality products is the best way to ensure long-term commercial success and observes the following ethical code:

- The business will operate with honesty and integrity at all times
- The giving or receiving of any inducement or reward in relation to improperly winning or awarding a contract is absolutely forbidden in all circumstances
- Donations of any kind to any political party or affiliated organisation are banned.

2.2 Staff

This business will:

- Safeguard the Health and Safety of all of its employees
- Act with honesty and integrity in all aspects of staff employment
- Promote diversity and equal opportunities
- Protect confidential or personal information
- Foster employee opportunities for learning and advancement
- Encourage and respect views and contributions from all employees
- Suitably reward all staff for their contribution to the success of the business
- Promote a challenging but reasonable work/life balance.

2.3 Suppliers

This business will:

- Act with honesty and integrity with all suppliers
- Establish mutual trust, respect and beneficial relations

- Protect confidential information
- Elect not to do business with Suppliers that fail to meet appropriate standards of honesty, integrity, staff welfare and environmental responsibility.

2.4 Customers

This business will:

- Act with honesty and integrity with all customers
- Be open and clear about the business's products, services and capabilities
- Not promise to deliver things that it cannot
- Acknowledge problems when they arise and resolve them quickly
- Protect confidential information.

3 COMMUNITY PRESENCE – DOING THE RIGHT THING

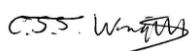
This business will:

- Safeguard the health and safety of the community in relation to its business activities
- Ensure that all of its buildings and grounds are well maintained and contribute to a positive ambience in the vicinity
- Make small contributions to support local charities
- Support staff taking up voluntary roles with community organisations
- Donate old office equipment in support of good causes
- Purchase locally where possible
- Have respect for its immediate neighbours
- Support local initiatives whenever possible
- Positively promote Daventry and the surrounding area.

4 CARE FOR THE PLANET – DOING THE RIGHT THING

This business will:

- Take steps to understand and minimise its impact on the natural environment
- Document an environmental policy to which it will strive to adhere
- Include environmental considerations in purchasing decisions
- Safely and responsibly dispose of all waste
- Support environmental initiatives within the business and the local community.

A handwritten signature in black ink, appearing to read "C.S.S. Wright".

Chief Executive
St Clements Services Ltd