

CODE OF CONDUCT

1. Summary

The purpose of this document is to share our expectations and fundamental principles which should be extended to your own way of working. This means we expect you to carry out your business service or activity in line with this document.

Connect It are a multi utility connections company with coverage from the Midlands and across the South of England. We work with a range of customers from established Building Developers and Electricity, Water and Gas organisations, to single domestic customers.

We want to work with our employees, sub-contractors, suppliers, or customers to promote our strategy, values, ethical standards and work within the law, our policies and licences/authorisations.

We value our business relationships and have established this Code of Conduct to outline our way of working together. Should you have any questions with this document please contact your Manager in the first instance or HR.

2. Business Standards

Connect It are committed to promoting an environment where everyone is able to contribute to their full potential and where challenging each other or raising ideas is the norm. Everyone should be committed to doing the right thing and we achieve this through professional standards of behaviour.

We will not tolerate poor ethical behaviours or standards and we would expect our employees, customers and suppliers to comply with this standard. Examples of unethical behaviours would be (but are not limited to) bullying, harassment, victimisation, discrimination or a data breach. If you believe an employee, customer or supplier has acted in an unethical or unlawful way you should raise this with your Manager and/or HR, either verbally or in writing. All matters raised will be treated in confidence.

2.1 Our Values and our Brand

Our values define who we are, how we behave and what we strive to be. We all must deliver to these values throughout our working day. We foster trust with our

customers, suppliers, sub-contractors and employees to ensure we meet and where possible exceed expectations in all that we do.

Our brand gives us an identity through which we deliver. We will build on our brand and good reputation by living our values through our day to day activities. Our unique selling point is not just what we deliver but **how** we deliver our service – professional, efficient and dependable service is key.

Our values:

Quality:

We take ownership for our performance, aiming for high quality and continuous improvement. We find new ways of working to be more efficient.

Teamwork:

A family business where working as one team is key. We communicate openly and value diversity so we can all work to our full potential.

Integrity:

We treat each other fairly, with respect and dignity. We do the right thing by complying with all applicable laws, regulations and internal policies.

Customers:

We listen to our customers and put them at the heart of what we do. We share ideas to turn insights and observations into actions to improve.

2.2 Accountability

When working for us, whether you are an employee, sub-contractor, supplier or customer, we are all accountable for what we do, whether individually, as a team or when working on behalf of our customers. We are aware there are risks in the work we do but will always expect you to comply with policies or procedures and seek guidance where you maybe unclear before carrying out a task. Never put yourself at risk. We will ensure you have the required PPE, tools and training to perform your role effectively and safely, again if there are aspects you are unsure or that you wish to challenge please raise these.

We will hold individuals accountable if:

- They have deliberately breached a compliance obligation, including wearing the correct PPE
- There are repeated accidents, where lessons are not learned
- A non-compliance is not reported or covered up

- There is a breach of trust.

Accountability also involves holding each other to account. If you observe an act which doesn't meet the expectations and accountabilities outlined, please report these to your Manager or HR.

2.3 Anti-Bribery and Corruption

We carry out our business activities in a fair and honest manner and expect that our employees, sub-contractors, suppliers and customers will do the same. Our aim is to always do the right thing. We do not tolerate acts that could be considered as bribes or corrupt activities. Any queries or questions in this regard should be raised with a Manager and/or HR, either verbally or in writing.

We would expect those who we do business with to have processes in place to detect and deal with these matters, including a Whistleblowing Policy to protect individuals who raise concerns.

2.4 Entertainment, hospitality and gifts

Reasonable hospitality and entertainment may be accepted as long as it has a genuine business purpose and this has been agreed with the Directors of Connect It.

Colleagues who buy goods or services are not allowed to give or receive gifts, hospitality or entertainment in return for contract award.

We will not allow colleagues to take part in:

- Offensive or inappropriate entertainment
- Hospitality based on the value of items bought or
- Hospitality based in return to influence a decision.

3. Health and Safety

Health and Safety is of primary concern to Connect It and compliance on this matter is critical and non-negotiable.

We encourage all employees, sub-contractors, suppliers and customers to do the right thing and be compliant on matters of health and safety at all times. We manage risk through completion of risk assessments for all on-site activity and in

return expect those working on our behalf to ensure they are also compliant with safety, health and environmental requirements.

4. Environment

As an organisation we are committed to ensuring we do all we can to protect the environment around us. To achieve this, you should:

- Identify and manage any chemicals, or other materials or substances which would be hazardous if released into the environment or if not stored correctly.
- Use materials responsibly and remove or recycle all waste materials.
- Any activity that has an impact on natural resources is carried out in a manner that is compliant with legal/planning requirements.

Any questions in relation to this matter should be addressed with your Manager or HR & Compliance.

5. Trust, Respect and Human Rights

We expect all those who work either directly for us or are within our supply chain to respect the people they work alongside and to offer a safe place of work that is free from harassment and intimidation. We do not expect our sub-contractors, suppliers or customers to engage in any forced labour. All workers should be free to leave employment by giving reasonable notice.

Connect It are committed to promoting equal opportunities for all. We treat people with respect and dignity. We will not tolerate discrimination of any kind and we expect those who work with us to adhere to the same standards.

6. Work Procedures

We recognise there are risks attached to the work we do. We manage that risk continually assessing the work that we do, in advance and during completion of the work ensuring appropriate procedures are in place which govern how we carry out that work. The procedures are shared on our Boris system or will have been provided to you directly – if you are unsure of the procedures please contact your Connect It Manager or HR & Compliance. Where relevant, we will also include our customers' additional requirements. It is extremely important that procedures are followed, if you are in doubt you should speak to your manager for guidance.

We have outlined a number of areas that we see as key to an effective business relationship and would expect full compliance of these areas with those working with us. By signing this document, you agree to comply with the contents of this document.

Name: Date:.....

Signed: