

## **Code of Conduct**

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### **1 Corporate Social Responsibility**

While the management of Agilitas is primarily accountable to its shareholders, in managing the business it takes into account all stakeholders in Agilitas including employees, customers and suppliers, as well as the local communities and environment in which it operates.

In a balanced way, without unnecessarily restricting the optimisation of returns, it endeavours to identify and manage any risks to the value of Agilitas's business from social, environmental and ethical matters, and to take any opportunities presented by a sensible and considerate approach to such matters to enhance shareholder value. The Board of Agilitas has adopted policies in relation to corporate social matters, and day-to-day responsibility for implementation of these policies is delegated to the management of Agilitas's operating departments. In implementing these policies Agilitas endeavours to ensure that the cost of managing risks is proportionate to their significance to Agilitas and its business partners. More specifically, Agilitas's policies cover the following:

### **2 General**

Management at all levels in the organisation is committed to taking account of its corporate social responsibility in its actions and endeavours to show due respect for human rights and works to high standards of integrity and ethical propriety. As a multinational organisation, Agilitas takes account of cultural differences between the various territories in which it operates.

### **3 Employees, health and safety**

Agilitas provides equal opportunities to all employees and prospective employees, and does not discriminate on grounds of colour, ethnic origin, gender, age, religion, political or other opinion, disability or sexual orientation. Clear and fair terms of employment as well as a fair and competitive remuneration policy are put in place. Employees are encouraged to develop their knowledge and skills and to progress their careers to the mutual benefit of themselves and the companies they work for. It

is the responsibility of management to ensure that they comply with all local regulations including those relating to the employment of underage staff. Departmental Management are responsible for developing and implementing effective arrangements for employee communication. A great deal of importance is attached to the provision of clean, healthy and safe working conditions. In addition to compliance with all local regulations, Agilitas promotes working practices which protect the health and safety of its employees and other persons who come on to its premises. The Group endeavours to protect employees from and does not tolerate any sexual, physical or mental harassment. Health and safety matters are kept under regular review by local management and by the Board. Agilitas operates a 'whistle-blowing' policy whereby employees may report in confidence any suspected wrongdoing.

#### **4 Anti-bribery and corruption**

Our success has been built with integrity, honesty and transparency. We do not tolerate any behaviour that is inconsistent with those values.

'Bribery' and 'corruption' are terms often used but frequently misunderstood. Bribery means trying to make someone do something for you or act in a certain way by offering or promising them something. Corruption is the abuse of a position of trust or power for personal gain.

You will not be involved (directly or through anyone else) with any corrupt activity or bribery. If you breach this policy or suspect a colleague of being in breach you will immediately disclose the breach to your manager or a director by following our whistleblowing procedures.

We do not tolerate any form of bribery or corruption. If we suspect you of being involved in bribery or corruption, whether intentionally or otherwise, you will be subject to disciplinary action.

#### **5 Dignity and respect at work**

We treat all employees with respect and expect everyone to do the same (as you'd like to be treated). This applies both inside and outside of the workplace.

##### Harassment and bullying

We treat all allegations of harassment and bullying very seriously. We deal with them confidentially and need you to do the same until you have given us the opportunity to address them.

If you have witnessed harassment or bullying, please immediately let your manager know (or their manager where it involves them).

If we consider that you have harassed or bullied another employee or someone else connected to your employment you will be subject to the disciplinary process. Such behaviour may constitute gross misconduct.

### What is harassment and bullying?

Harassment is any unwanted physical, verbal or non-verbal conduct associated with a protected characteristic which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment. Harassment may include, for example:

- mocking or belittling a person's disability;
- unwelcome sexual advances;
- sending or displaying pornographic material that is or that some people may find offensive;
- jokes or derogatory or stereotypical remarks about a particular ethnic or religious group or gender.

Bullying is intimidating or offensive behaviour making a person feel upset, or threatened. It is not constructive criticism.

## **6 Our PRIDE values**

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Core values are what support the vision, shape the culture and reflect what we value. They are the essence of our identity.

There is a real passion to innovate across the whole Agilitas team, whether that be to improve our internal processes for our colleagues or simply make the customer experience a more pleasurable one. Five core PRIDE values (Passion, Respect, Innovate, Deliver, Embrace) unite the Agilitas team and ensure we remain focused and consistent in everything we do

**Passion** go the extra mile to exceed the needs of the customer.  
Their success is our success

**Respect** treat people as we wish to be treated ourselves.  
Together, we are stronger as a team.

**Innovate** Drive improvements to stay ahead. Be proactive.



**Deliver**

Take pride in everything we do. Deliver first time, every time to the highest quality.

**Embrace**

give 100% to what we do. Always be willing to learn by embracing new methods.