

## Ethical Business Statement

At OnSite Support Limited, we are committed to trading and working with our clients, employees, contractors, suppliers and any other individuals and organisations, in accordance with the best moral practices. We believe in treating people fairly and place a high value on the relationships we have with our clients and supply chain partners which could be lost overnight. Employees must exercise the highest level of integrity, ethics and objectivity in their actions and relationships which may affect the Company. Employees must not misuse their authority or influence of their positions in these relationships. Moreover, an employee has the duty to act in the best interest of the Company at all times.

As a business we are seen as a single entity by all who deal with us. The actions of the Company, and not the actions of any single individual, dictate how OnSite Support Limited is perceived by others. A code of ethics will ensure that OnSite Support Limited presents a unified image and maintains a standardised positive image among all of the internal and external elements we come into contact with.

Our business practices comply with the Bribery Act 2010. We have assessed the level of risk to our business and have implemented a policy which we consider to be appropriate for the level of risk identified. The policy is that we absolutely prohibit the offer of or the acceptance of any monetary gift, bribe or incentive from any party that is given or offered in exchange for business.

OnSite Support Limited's Directors will not accept any dishonest and illegal activity by any member of OnSite Support. Any such incident will not be tolerated under any circumstances, irrespective of any loss or gain to OnSite Support, our clients or supply chain members. We will investigate all cases of suspected bribery, fraud, theft and irregularity and where appropriate we will prosecute or take disciplinary action.

Any business hospitality or business related event must be agreed by the Directors and be made available to all with no favouritism shown.

We will always try to satisfy our client's expectations as well as their stated needs. We will provide products and services giving good value and consistent quality, reliability and safety. We will not knowingly sell products which harm our customers. We will communicate fully with our clients ensuring that we are always contactable and that they are kept informed.

We will work in partnership with our contractors and suppliers to develop mutually beneficial relationships. We will operate transparent financial systems complying with legislation and best business practice and undertake to pay our suppliers and contractors within the agreed terms and conditions.

We will treat our all employees with equal respect and dignity, providing them with equality of opportunity to develop themselves and their careers, a safe and healthy working environment

and fair terms and conditions. We place value on the involvement of staff in the achievement of Company objectives and encourage their commitment to those objectives.

This policy and related procedures constitute the standards of ethical business conduct required of OnSite Limited's employees. OnSite Support Limited's Directors are responsible for implementing and monitoring compliance to this policy.

This policy is made available to all new employees at induction and can be found in the Employee Handbook.



19/04/2024

Date: .....

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**Warren Lynes,**  
**Managing Director**

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