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## Business Ethics Policy

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Neil Shacklock Plumbing and Heating Contractors Limited recognises the importance of credibility, integrity and trustworthiness to our success as a business. We are committed to upholding high ethical standards in all our operations. We believe in the principles of honesty, fairness, and respect for individual and community freedoms.

The ethical principles are:

### **HONESTY**

We will not say things that are false. We will never deliberately mislead. We will be as candid as possible, openly and freely sharing information, as appropriate to the relationship.

### **PROMISE-KEEPING**

We will go to great lengths to keep our commitment. We will not make promises that can't be kept and we will not make promises on behalf of the Company unless we have the authority to do so.

### **FAIRNESS**

We will create and follow a process and achieve outcomes that a reasonable person would call just and fair.

### **RESPECT FOR OTHERS**

We will be open and direct in our communication, and receptive to influence. We will honour and value the abilities and contributions of others, embracing the responsibility and accountability for our actions.

### **COMPASSION**

We will maintain an awareness of the needs of others and act to meet those needs whenever possible. We will also minimise harm whenever possible. We will act in ways that are consistent with our commitment to social responsibility.

### **INTEGRITY**

We will live up to our ethical principles, even when confronted by personal, professional and social risks, as well as economic pressures.

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**This policy has been approved & authorised by:**

**Name:** Damian Shacklock

**Position:** Managing Director

**Date:** May 2015

**Signature:**

