



Ethics Policy

The following principles provide the ethical framework that we aspire to while working with customers and suppliers, and other stakeholders.

In relationships with others – Human Rights

- Treat colleagues, stakeholders, customers, suppliers and the public respectfully and professionally, taking account of confidential issues when appropriate.
- Deal courteously with those who hold opinions that differ from ours.
- Respect cultural differences. We are committed to diversity in a working environment where there is mutual trust and respect and where everyone is accountable for their actions and feels responsible for the performance and reputation of our company.
- We are committed to providing a working environment in which employees can realise their full potential and contribute to business success.
- We aim to recruit, employ and promote employees on the sole basis of their ability to fulfill the requirements of the job. We are committed to developing and enhancing each employee's skills and capabilities.

In our work

- Operate with honesty and integrity in all our work, taking steps to identify and deal with unethical practices and professional misconduct.
- Reach conclusions based on evidence and professional practice, having considered all views.
- Disclose conflicts of interest and actively manage them.
- Protect the rights of whistle-blowers to voice their concerns about the company and its practices. As a company, we are committed to the highest standards of openness, probity and accountability. In line with that commitment, we expect employees (or other stakeholders) to voice their concerns in a confidential manner. As a company, we commit to respect the confidentiality, act upon the feedback received, and protect the individuals from any possible reprisals or victimisation.

Obeying the Law

- The Company and all our employees must comply with UK laws and regulations and conduct our operations in accordance with accepted principles of good corporate governance.
- Work to the standards of UK legislation as a minimum here and abroad, and operate according to local laws as required.
- We are committed to relations with our suppliers, customers and business partners based on obeying the law. We aim to protect our property (including intellectual property) and respect the property of others. In our business dealings we expect our partners to respect our business principles.
- We will never supply or purchase from organisations that have been known to deal in counterfeit goods.
- No employee may offer, give or receive any gift, payment or entertainment which is, or may reasonably be construed as being, a bribe.

In the Community

- We acknowledge the interdependency between the success of our business and the well-being of the communities in which we operate. We are committed to making a positive social contribution within those communities and acknowledge our responsibility to engage with the communities in which we work.
- We are committed to making continuous improvements in the management of our environmental impact to promote environmental care and awareness with emphasis on the need to reduce energy consumption and waste production and to monitor and report on environmental management.

Conflict Minerals

- Total Connections makes every effort to identify which of its products could potentially contain conflict minerals and requires that its suppliers confirm that their sources do not originate from conflict mines.

Child Labour

- We will never knowingly work with any organisation that uses child labour.