

## Conducting business with Interserve



At Interserve, we believe in putting ingenuity to work. Being inquisitive, putting our clients at the heart of what we do and asking the right questions is the first step in arriving at the best answer for each client.

## Vision

Our vision is to redefine the future for people and places. It means that we are constantly thinking about what we are doing, thinking about how we can improve tomorrow, thinking about what our customers need and how to deliver this better, faster, for less.

## Values

Our values underpin everything we do as a business wherever we operate across the world. These values are a critical code of behaviour for us.



### Everyone has a voice:

Everyone has a voice, so we listen and encourage openness. We value all views and opinions, we welcome discussion and we treat people as we, ourselves, would want to be treated - with respect and patience.

### Take pride in what you do:

Whatever the task in hand, everybody can and should take pride in a job well done - a job undertaken with care, and done to the best of our abilities.

### Do the right thing:

Doing the right thing means not accepting 'that will do', and not walking by when you could make a positive difference. The right thing also means the safe thing and the sustainable thing.

### Bring better to life:

We are all about believing we can do better. Asking questions, thinking differently, seeking solutions, and creating ideas to support our customers and add value.

## Principles of business conduct

The way in which we conduct ourselves has a significant influence upon the reputation of Interserve and its people. Interserve's good reputation plays a vital part in maintaining the trust and confidence of those with whom we deal and is one of the key components of working in partnership. The protection of this reputation is therefore of fundamental importance.

We demand high ethical standards be maintained in the conduct of our business activities. Corruption, bribery, unfair or anti-competitive practices and slavery, servitude, forced and compulsory labour and human trafficking within Interserve or anywhere within its supply chain will not be tolerated.

We will compete vigorously, honestly and in accordance with competition law. In any contact with competitors our people are required to avoid discussing proprietary, confidential or commercially sensitive information.

We will obey the laws of those countries and communities in which we conduct business and, subject to adherence to the foregoing principles, will respect the traditions and cultures of each country in which we operate.

These principles of business conduct and business behaviour apply to all our people and to every company in which we have a controlling interest. We also expect all other entities in which we invest to adopt these principles.

We will support multilateral action aimed at achieving high common standards of business probity and governance.



## Interserve in action

We will be judged by our actions. It is vital that our behaviour matches what we have set out above.

Our senior managers are expected to be ethical role models and exemplars of our Values and the standards of business conduct which we set for ourselves. They are expected to ensure that all employees under their leadership receive guidance and supervision on our goals, Values and Principles of Business Conduct, Business Behaviour and legal compliance relative to their job roles.

As part of their annual appraisal employees are assessed against how they operate and behave in relation to our Values and these Principles of Business Conduct and Business Behaviour. Where shortcomings are identified that would impact upon an individual's ability to fulfil their job role this is addressed through training.

## Business behaviour

Political donations may not be made without the specific authority of the board.

Our people may not solicit, give or receive money or any gift of significant value to or from any customer or supplier, nor may any gift or service be solicited, given or received which could be construed as being or is intended to be a bribe.

Reasonable small tokens and hospitality may be given or accepted, provided they do not place the recipient under any obligation, are not capable of being misconstrued, can be reciprocated at the same level, and the person's immediate superior is made aware of the same.

Any offer of gifts or favours of unusual size or questionable purpose should be reported immediately by our people to their line manager and the Company Secretary.

We accord the same degree of confidentiality to the confidential information of our customers and suppliers as we do to our own confidential information.

We expect our customers, and correspondingly undertake to our suppliers, to make payment in accordance with agreed terms of trade.

In all advertising and other public communications any untruths, concealment and overstatement will be avoided. Whilst fair comparison between our strengths and competitors' weaknesses may be made, we will not engage in damaging the reputation of competitors either directly or by implication, misrepresentation or innuendo.

Our people may from time to time find themselves in a position where they have a conflict of interest, or where there exists the potential for a conflict of interest to arise. The way in which such conflicts or potential conflicts of interest are dealt with will not only affect the way in which Interserve is viewed by others but will also affect our peoples' views and attitudes towards each other.

Where a potential or actual conflict of interest arises it should be dealt with in accordance with our Conflicts of Interest Policy. This requires that:

- the conflict should be reported in writing by the person to his or her immediate line manager;
- the person and his or her manager must then agree a procedure for the way in which the actual or potential conflict of interest should be handled; and
- Ideally, the person should no longer be involved. If this is not possible, then a procedure should be agreed with their manager and documented which will ensure that the person does not make any final recommendation or decision.

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