

Our Business

Over the last two decades we have built a solid reputation, for acting responsibly and with integrity; respecting the laws and regulations, traditions and cultures of the regions within which we operate as well as internationally accepted standards of responsible business conduct.

We require the highest possible standards of professional and ethical conduct from all our staff, suppliers and clients. This Code of Conduct sets out the basic ethical standards that are required across our operations.

At the heart of our Code of Business Conduct is our 'Business Philosophy' which is based upon our 'Total Customer Satisfaction' approach to conducting business.

The following standards of conduct apply to all employees and other persons acting on behalf of **print.uk.com** and responsibility to ensure compliance is with the Management Team.

In relation to all general dealings we expect to:

- Engage in honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships.
- Maintain effective procedures to prevent confidential information being misused and make it clear that the use of confidential information for personal and corporate gain will not be tolerated.
- Comply with all applicable laws, rules and regulations.
- Forbid corruption and the paying or receipt of bribes.
- In relation to dealing with

customers we expect to:

- Treat customers fairly, openly and honestly.
- Provide high standards of service.
- Operate an effective complaints procedure to deal with situations where these standards are challenged.
- Aim to provide and promote a range of products and services that meet customer needs and are readily understandable.
- Maintain the confidentiality of customer information, save when the law requires or permits disclosure, or the customer has given prior written consent.

In relation to dealing with Employees we expect to:

- Maintain a working environment that provides training and opportunities for personal development.
- Maintain a working environment that provides appropriate remuneration.



code of business conduct



continued overleaf



- Be intolerant of discrimination, harassment or victimisation. Recognise diversity in recruitment and dealings with employees.
- Create a favourable employee relations environment in which the involvement of all employees is encouraged.
- Support employees who become aware of and are willing to report business malpractice and have in place procedures to enable people who have a substantial reason to believe that malpractice is occurring, has occurred or is likely to occur within the business to raise issues internally without fear or recrimination.
- Provide a clean, healthy and safe work environment, stressing the obligation on all employees to take every reasonable precaution to avoid injury to colleagues and members of the public.
- Prohibit the illegal use of drugs on our premises and encourage any member of the Group with a drug dependency problem to seek help. The consumption of alcohol on Company premises, except at or in connection with Company events and activities, is also

prohibited. Consumption of alcohol by employees at external Company business or social occasions must never exceed moderate levels. Any employee with an alcohol dependency problem is encouraged to seek help.

When dealing with Suppliers of goods and services we expect to:

- Maintain the highest possible standards of integrity in business relationships with suppliers.
- Encourage the use of those suppliers who operate with values and standards equivalent to ours.
- Work together with suppliers to improve all aspects of performance.
- Agree terms of payment when orders for goods and services are placed and pay in accordance with those terms.

When dealing with Competitors we expect to:

- Conduct business in accordance with our Code of Conduct and compete vigorously but honestly.
- Avoid disclosing proprietary or confidential information in

- any contact with competitors.
- When dealing with governments and regulators we expect to:
- Maintain a constructive and open relationship with governments and regulators to foster mutual trust, respect and understanding.
- Compliance with this Code of Business Conduct
- Businesses will explain to employees our values, the standards required under this Code and any associated responsibilities.

Failure to comply with this Code of Business Conduct may lead to disciplinary action and, where breaches of the law take place, may lead to criminal proceedings against the individual or individuals concerned. We recognise that we are in a very competitive market and that we must do anything to win new business; and retain existing business. However we expect our high quality service at highly competitive prices, coupled with our commitment to total customer satisfaction to win it for us.

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