



## ERP UK Business Practice Policy – December 2018

The purpose of this policy is to promote a culture of integrity, openness and trust in all ERP business practices. Effective ethics is a team effort involving the participation and support of every ERP employee. We believe that addressing proactively ethical issues and using correct judgment will set us apart from our competitors. We aim at conducting all of ERP's affairs and activities with the highest standards of ethical conduct. This Business Practice Policy provides guidance for decisions and actions during daily work, according to the following values:

### **Integrity**

ERP promotes integrity in all activities, and expects employees to be honest and transparent and to be fair and respectful towards others. Any and all forms of corruption, extortion, embezzlement, bribes or other means of obtaining improper advantage are strictly prohibited (see Anti-Bribery Policy for more details).

### **Excellence**

We believe that striving to be the best in our work, relationships, ideas and services is the greatest demonstration of our pledge to customer satisfaction. ERP endeavours to maintain high standards of competence in its activities and recognizes the need for continuous training, thereby maintaining updated the skills of its employees. Our success depends on our employees' ability to deliver the consistent level of excellence expected.

### **Confidentiality**

We respect the individual rights to privacy, confidentiality, self-determination and autonomy and we protect confidentiality of our customers' data (see Human Resources Policy and Risk Management and Information Security Policy for more details).

### **Conflict of Interest**

Employees should avoid any activity, investment, or interest that might reflect unfavourably on the reputation of ERP. As representatives of ERP, employees are obligated to place the interest of ERP, in any transaction involving ERP, ahead of any personal interest or personal gain, and to disclose all facts in any situation where a potential conflict of interest may arise.

ERP employees are expected to report any practices or actions believed to be inappropriate.

### **Accountability**

ERP is aware of their professional responsibilities to the community and society and is responsible for the consequences of its work ensuring, as far as possible, that its services are not used to offend, exploit or oppress any individual.

ERP acts in compliance with the laws, rules and regulations affecting its business, including labour legislation in force and endeavours to fulfil the obligations undertaken by contract with third parties.



### Professional Relationships

ERP employees must avoid professional relationships with a client or supplier when there is a private relationship potentially interfering with it (see Anti-Bribery Policy for more details).

ERP will take the appropriate measures if the business practice values are not respected. ERP will not tolerate any infractions or wrongdoing at any time. Any employee found to have violated this policy may be subject to disciplinary action, in accordance with the enforceable laws. ERP employees have the responsibility to know, disseminate and apply these values in the daily work. ERP also strongly encourages suppliers, business partners and other stakeholders to adopt these same values.

Signature:



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Position: General Manager  
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