

7.4 Code of Conduct

At Environet, we strive to maintain the highest professional standards, ensuring that all individuals representing the company - whether employees, subcontractors, or suppliers - abide by this Code of Conduct. This Code helps maintain the service excellence that our clients expect, reflecting our core values of innovation, expertise, and customer experience. Failure to comply with the Code or to uphold our values may result in disciplinary action.

Respectful Behaviour

We expect everyone representing Environet to be polite, considerate, and respectful at all times. This includes treating all individuals with courtesy and professionalism:

- Never use offensive or threatening language.
- Never display aggressive behaviour.
- Avoid causing any nuisance, including noise, litter, or dust.
- Encourage an inclusive work environment where all individuals, regardless of age, gender, race, disability, sexual orientation, or religion, are treated fairly and with respect

Positive Presence

- Bring a “can-do” attitude to all tasks, demonstrating enthusiasm and determination.
- Maintain a professional appearance that reflects the standards of Environet and is suitable for the tasks at hand. Ensure clothing is appropriate for the work environment, safety requirements, and client interactions.

Professionalism and Integrity

We require all individuals to perform their work diligently, impartially, honestly, and to a high professional standard:

- Provide advice and recommendations based on thorough, impartial consideration of all relevant facts and experiences.
- If unsure about your ability to complete a task, seek appropriate assistance.
- Avoid any actions that may damage Environet’s reputation or credibility.
- Disclose any personal or company self-interests that could create a conflict with the client’s interests.
- Never accept discounts, commissions, or gifts as an inducement to show favour to any person or body in line with our anti-bribery policy.
- Respect the confidentiality of any information gained during the course of your work, and refrain from using it for personal or company benefit in ways that may damage the client’s reputation.
- Be punctual and respectful of others' time, especially when delays may affect others.
- Avoid posting anything on social media or online platforms that could harm Environet’s reputation or conflict with its values, particularly regarding confidentiality or sensitive company matters.

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Client Communication

We expect all team members to keep clients informed of progress and any challenges encountered:

- Keep clients updated as necessary, providing them with peace of mind that work is progressing as planned.
- If challenges arise, address them effectively and efficiently.

Compliance with Regulation

We require full compliance with all statutory and site-specific rules, particularly those related to Health & Safety and Environmental Protection:

- Always follow relevant safety guidelines, Safe Working Instructions, and any other applicable regulations.
- Ensure a safe and productive environment by refraining from the use of alcohol or drugs during working hours and holding individuals accountable for any impairment caused by such substances.

Expectations from Our Customers

At Environet, we believe that collaboration and mutual respect between our team and our customers are vital to achieving the best outcomes. Therefore, we also expect the following from our customers:

- Treat our team with respect and professionalism at all times.
- Provide clear, accurate information to assist us in delivering the best possible service.
- Communicate openly about expectations and concerns so that we can address them in a timely manner.
- Support us in maintaining a safe and compliant work environment by adhering to relevant safety and site-specific regulations.

By adhering to this Code of Conduct, both Environet and our customers contribute to creating a positive, professional, and successful partnership that benefits all involved.