

# Ethical Statement

Management Systems Manual

This statement sets out the ethical standards to which all employees are expected to conform in their dealings with customers, suppliers, colleagues, shareholders and the world at large. The ethical statement is directed at ensuring honesty and integrity in all areas of the company's activities and specifically the following areas:

## Hiring and Promotion

When the company is seeking to hire a new employee or to promote an existing employee, it will make the decision based solely on the individual's ability to do the job in question. Issues such as gender, age, nationality, colour, sexual preference, physical handicap, marital status and other issues that do not have a direct impact on the individual's ability to do his or her job will be ignored.

## Harassment

The Company will not tolerate mental, physical or sexual harassment of any kind. This includes bullying and unwanted sexual advances or sexual remarks. Complaints, official or otherwise, should be brought straight to a trusted supervisor/manager or to the Managing Director.

## Purchasing

The Company will do its best to meet the terms that it has agreed with its suppliers. It will check incoming goods, notify the supplier of any defective products and will endeavour to pay invoices promptly. In return, it expects delivery times to be met and returns to be agreed on in a fair manner.

## Customers

The Company believes that all employees are involved in customer service, including those with no direct contact with customers. The aim of the company is to satisfy the customer each time it makes contact, regardless of the reason, from order processing to despatch, returns to after sales service or advice and additional sales. The Company will not attempt to deceive customers with false advertisements or claims about the quality of its products and services. It will not intentionally "hide" costs, always try to provide the best deal for the customer and be honest and fair in order to develop strong, lasting relationships.

## Environment

The Company will show respect for the environment by complying with, or exceeding, the relevant laws and regulations. The company will also ensure that all waste materials are properly disposed of and, where possible, that recyclable materials are reprocessed.

## Government and Law

As a tax paying law abiding business the Company and its employees will not knowingly engage in any illegal or underhand activities. It is the duty of all employees to ensure that the integrity of the Company is maintained in all circumstances.

Signed for and on behalf of Eland Cables



Managing Director

Date: 09.01.15