



# Policies & Statements

POLICY STATEMENT

DOCUMENT NO PS0007 V4

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# 1 Compliance

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Peppers Cable Glands Ltd declares to the best of its knowledge it is compliant to the articles and regulations stated in this document. All the following statements are reviewed for compliance periodically or in line with changes to legislation.

Date of Review: 03 January 2025

Grayham Churchouse



General Manager

# 2 Mission, Vision & Values

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This document drives and gives shape to our policies and management systems which spells out how we will achieve our goals. Our company's tagline, "End-to-End Performance," encapsulates our vision, mission, and values as we strive to deliver excellence at every step of our operations. This mantra is more than just a motto – it embodies our commitment to demonstrating our core values in everything we do.

## Our Mission

Our future strategy starts with our mission, which is enduring. It declares our purpose as a company and serves as the standard against which we weigh our actions and decisions. Our **"End-To-End Performance"** is the unique combination of unrivalled product quality, technical support, and service delivery that we promise our customers. We will:

- Take pride in what we do.
- Give our customers confidence in how we operate (ISO9001 & IEC80079-34)
- Ensure compliance to our regulatory framework
- Create value and make a difference to our stake holders
- Provide a safe working environment where our people are inspired to be the best they can be
- Minimise our environmental impact in the way we do business

## Our Vision

Our vision serves as the guiding principle to every aspect of our business by describing what we need to accomplish in order to continue achieving sustainable growth. We will:

- Be a forward-thinking efficient business that is open to new ideas
- Managing our risks to the business and to our stakeholders
- Have a product portfolio that meets current and future needs
- Developing our skills and abilities to deliver the expectation of our stakeholders
- Nurture a global network of customers and suppliers for mutual profitable benefit
- Meet all our regulatory obligations in relation our business, product, and environment

## Our Values

Our values serve as a compass for our actions and describe how we behave in the world. They are:

- **Integrity:** Delivering on our promises at every stage, fostering an environment of trust and accountability, where actions reflect words and decisions are made with transparency and honesty.
- **Innovation:** Continuously seeking to enhance our processes and solutions from the beginning to the end, challenging the status quo, and pushing the boundaries of what is possible to add value for our customers and our business.

- **Teamwork:** Collaborating across all departments to ensure seamless integration and optimisation of performance. Our success as a company depends on the collective effort and shared goals of each team member.
- **Respect:** Treating each interaction, whether within our team or with our customers, with the utmost respect and consideration. We believe in the potential of each individual in our company to contribute to our end-to-end performance.
- **Customer-Centricity:** From the first contact to after-sales service, we ensure our customers are at the forefront of all we do. Our end-to-end performance guarantees that we meet and exceed our customer expectations, enhancing their experiences and satisfaction levels.
- **Sustainability:** Upholding sustainability from beginning to end, we strive to make choices that benefit our environment, society, and future business growth, ensuring our performance is not only effective but also responsible.

Our shared mission is to bring this tagline to life in our daily work, embodying these core values in all that we do. Each of us plays a vital role in this journey. "End-to-End Performance" is more than a tagline—it is our promise and commitment to our customers, ourselves, and our future.

### 3 Data Protection

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Peppers Cable Glands Ltd is bound by the UK General Data Protection Regulation, the Data Protection Act as amended and the EU General Data Protection Regulation.

It does collect, store, and use sufficient data to enable administrative functions and to conduct its business with its customers and supply chain. It does not collect, store, or use any data of significant volume.

Peppers Cable Glands Ltd shall in so far as is reasonably practicable comply with the data protection principles contained in section 5 of the GDPR to ensure all data is:

- a) processed lawfully, fairly and in a transparent manner in relation to individuals.
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.
- c) adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.
- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which they are processed, are erased, or rectified without delay.
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.

The business shall oversee and provide governance of its policies and practices to ensure compliance to the Regulation.

All employees and service providers are required to comply with those policies and practices. These obligations shall also expressly apply for external activities at customers' places of business.

Any employee of a customer or supplier may exercise their rights under the regulation regarding the data held by the business.

## 4 Equality & Diversity Statement

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Peppers Cable Glands Ltd recognises that many people in our society experience discrimination or lack of opportunity for reasons which are not fair. These include, race, religion, creed, colour, national & ethnic origin, political beliefs, gender, sexual orientation, age, disability (including mental illness), HIV status, marital status, responsibility for dependants, geographical area, social class, income level or criminal record. Peppers Cable Glands Ltd is committed to a Policy of Equality of Opportunity which respects the identity, rights and value of each individual. Peppers Cable Glands Ltd is positively committed to oppose all direct and indirect discrimination in the organisation.

Peppers Cable Glands Ltd will:

- Challenge discrimination and lack of opportunity in its own policy and practise and will encourage other individuals to do the same.
- Aim to create a culture that respects and values each other's differences and recognises that difference / diversity are a great asset to the company.
- Ensure that all employees are made aware of the objectives within this policy and encourage them to support its objectives.

Discrimination, bullying, harassment, or exclusion is unacceptable. Behaviour of this kind will not be tolerated. Any breach of this Equalities Policy will be promptly dealt with within Peppers Cable Glands Ltd disciplinary procedure.

## 5 Ethics & Bribery Act

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This statement is made in regard to our business ethics and pursuant to the Bribery Act 2010. Bribery in the context of this document is defined as "an offer or receipt of any gift, fee, reward or other advantage to or from any person as an inducement to do something in the conduct of Peppers business, which is dishonest, illegal or a breach of trust'."

We believe that being a responsible and ethical business partner, employer, customer, and supplier is not just a reaction to the challenges of legal compliance, but an important means of doing business and provides a clear market differentiator for the business, particularly in many developing regions.

The business ethics policy clearly defines what we consider to be acceptable and unacceptable business practices. We demand compliance with this policy from all employees.

The business will conduct its operations ethically and we operate a zero-tolerance approach to the making or receiving of bribes or corrupt payments, in any form. This type of conduct is absolutely prohibited whether committed by employees or anyone else acting on the Company's behalf.

To ensure that all understands their obligations in relation to this policy, we carry out the following:

Regular review of the business ethics policy, incorporating evolving standards and legislation and evaluating any risk to the businesses ethical standards.

- Distributing the policy and ensuring its implementation.
- Ensuring that all employees are aware of their obligations under the ethics code, through various communications channels, including values and induction training, employee magazines, awards programmes etc.
- Providing specific training to all managers and supervisors on business ethics and preventing bribery and corruption through a tailored programme available in a variety of languages and formats.
- Reinforcing our values and the importance of ethical behaviour through induction, employment contracts, staff handbooks, and training.

A breach of this Policy by an employee or business partner could result in the Company breaching the Act. An offence under the Act can result in the business being fined and would likely lead to negative publicity and serious damage to the reputation of the brand.

- Making unofficial payments to officials to obtain any permission, permit or stamp particularly in connection with importing or exporting goods
- Appointing any third party or supplier to act on behalf of the business who we have good reason to believe to have engaged in any corrupt or unlawful conduct including any offences under the Act
- Paying any third party for the purposes of being a 'fixer' to open doors and make connections for the business overseas.

## 6 Modern Slavery Act

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This statement is made pursuant to Section 54 of the Modern Slavery Act 2015 and sets out the steps that Peppers Cable Glands Ltd has taken and is continuing to take to ensure that modern slavery or human trafficking is not taking place within our business or supply chain.

Modern slavery encompasses slavery, servitude, human trafficking and forced labour. The business has a zero-tolerance approach to any form of modern slavery. We are committed to acting ethically and with integrity and transparency in all business dealings and to putting effective systems and controls in place to safeguard against any form of modern slavery taking place within the business or our supply chain.

The business operates a supplier policy and maintains a preferred supplier list. We conduct due diligence on all suppliers before allowing them to become a preferred supplier. This due diligence includes a statement to ensure that the organisation has never been convicted of offenses relating to modern slavery. Our anti-slavery policy forms part of our contract with all suppliers and they are required to confirm that no part of their business operations contradicts this policy.