



Making People *Smile*

Mears Group: Code of Ethics

Introduction

At Mears, our business is founded in local communities where we deliver the highest standards of care to people, their homes and their environment. Our approach is to develop partnerships with employees, clients, tenants and the wider community. Our success enables us to create opportunities for existing and new employees.

Our ethics policy defines the approach by which we conduct our business as a responsible corporate citizen. It includes our approach to our people, shareholder relations, clients, and our suppliers.

This policy outlines the standard of conduct expected of both our people and representatives when conducting business for or representing any part of the company. This policy applies to permanent, temporary and agency staff, contractors and anyone retained to act on behalf of the company.

We have 4 core values that guide the way we operate:

- We value our customers and communities, putting the needs of our customers at the heart of everything we do.
- We value teamwork, supporting each other, sharing ideas and never excluding others.
- We value personal responsibility, setting and achieving consistently high standards in our work and our conduct, and never adopting a negative attitude.
- We value innovation, being inventive in our approach and never allowing conventional thinking or bureaucracy to get in the way.

Our mission is centred on a service delivery designed to ‘Help people to help themselves’. In other words, creating opportunities for people to improve their lives.

How to use this code

This document is our corporate Code of Ethics and provides an overview of how we do business and our values. We have a range of individual policies that go in depth into each area of our operation.

Our People

We recognise that our excellent reputation rests with our local teams who deliver our services to local people every day of the year. Staff training, development, staff welfare and relations are very important to us.

Our people are the face of our business and should reflect our values. As such all employees should adhere to the following principles:

- Exercise honesty and diligence in performing their duties and undertaking their responsibilities
- Maintain high standards of integrity, morality and competence
- Not contravene any laws and relevant regulations in the conduct of their duties
- Not enter into any activity that may result in a conflict of interest with the company
- Not accept anything of value which could be described as an inducement or which could impair their judgment
- Not use the company's confidential information for personal gain
- Not act in a manner that could discredit the company
- Be loyal in all matters affecting the company, including matters relating to customers and others with whom the company has a commercial relationship

Mears, as a responsible employer, will ensure that

- Employees are rewarded fairly for their work
- Employees are given the opportunity for training and development
- Equality and diversity are upheld
- Discrimination is not tolerated
- Health and Safety regulations and guidelines are adhered to

We will also create opportunities in the communities where we work to address worklessness, particularly amongst those groups of people, where opportunity is most needed

Our Customers

We tailor our service offering to meet the aims of each individual client to achieve a service that demonstrates:

- Value for money
- Exceptional levels of customer service and satisfaction
- Continuous improvement
- Making the local community a better place to live

These four pillars provide the foundation, to position ourselves as the partner of choice for our clients, successfully integrating people, business and technology.

We expect to operate all our services with integrity, transparency and honesty.

We fully support codes that support the delivery of excellent service, such as Dignity in care

Our Shareholders

Mears is owned by the individuals and organisations that invest in our shares. We are focused on continuing to build a sustainable business for the long term, generating shareholder value through consistent, profitable growth.

The Group places a great deal of importance on communication with its shareholders. The Board is committed to maintaining an on-going dialogue with its shareholders through the provision of Interim and Annual Reports and regular trading reports.

There is regular dialogue with individual institutional shareholders as well as general presentations after the interim and preliminary results. Throughout the year the Group arranges a number of site visits for shareholders and other City commentators with the aim of providing them with increased exposure to our operations and management.

Our Suppliers

Mears Group seeks to build partnerships with our suppliers, developing relationships that are based on trust and are to our mutual advantage. We also want our suppliers to share our values and, wherever possible, will encourage them to put these into practice.

Mears:

- Undertakes to pay our suppliers on time, according to agreed terms of trade.
- Seeks to establish clear lines of communication with suppliers.
- Encourage suppliers to join in our local and national CSR work to help increase overall impact of our work
- Never uses its purchasing power unscrupulously.
- Works with suppliers to secure decent working conditions and better living standards for those involved in our supply chain
- Encourages suppliers to reduce their environmental impact.

We do not accept gifts and /or hospitality from suppliers or other business parties which might be seen to be putting us under an obligation when making business decisions.

Our Communities and Environment:

Our work takes us into some of the most economically and socially deprived areas of the country and wherever our work takes us we acknowledge that we have a responsibility to the wider community: responsibility for our service delivery; providing employment and training opportunities, our environmental impact and responsibility for improving people's lives through our community projects.

We have three specific aims alongside our service commitments:

- To support and strengthen the communities in which we work
- To recruit employees locally whenever we can
- To encourage employees to volunteer their time and skills to benefit their local community

There are three key areas we focus on to reduce our environmental impact:

- Waste management
- Fleet policy
- Procurement

Our mantra is Reduce, Reuse, Recycle, from major national partnerships with Network Waste Solutions, BREs SMART Waste Management Plan and WRAP (reducing waste to landfill), right down to minimising office paper output and installing recycling bins in staff kitchens. We are also committed to measuring our carbon footprint at least every 2 years and will continue to review practices and areas where we can reduce our emissions further.

For more information or if you have any questions about this code, please contact alan.long@mearsgroup.co.uk