

## Code of Conduct

### General Principles

#### Scope

All members of the Crane Construction Consultancy Limited and all the Company's full-time and part-time employees and temporary staff at all our locations. When we say the "Company", that's who we mean.

We are committed to working only with third parties whose standards are consistent with our own. This includes joint venture and alliance partners, customers, sub-contractors and suppliers.

#### Purpose

All our operatives must follow this Code of Conduct, which specifies that operatives must:

- act responsibly;
- treat each other and all parties with respect;
- abide by all the policies, rules and procedures of the Company.
- act in accordance with best practice in the industry, and the Federation of Master Builders Code of Practice.

#### Practical Implications

Our managers are responsible for ensuring that this Code of Conduct is known to all operatives of the Company and that it is adhered to.

Any failure to comply with this code or its supporting policies will be fully investigated and appropriate action taken. Depending on the circumstances, this may include training, discipline, or other corrective action, up to and including termination of employment.

## Code of Conduct

### Core Values for Employees

The Company's operatives are expected to undertake their duties in a professional, responsible, conscientious and ethical manner and to act in the best interest of the Company. The Company's equipment and property should be treated with due care, and should only be used in the course of The Company's business. The Company's operations are to a large extent carried out in private homes with potentially dangerous equipment. Accordingly, it is absolutely forbidden for employees to be under the influence of alcohol or other drug substances on work sites.

The Company strives to be an attractive employer by creating a working environment based on collaboration, responsibility and openness. The wellbeing of operatives is a high priority, and the company is committed to providing safe and healthy working conditions. The Company does not accept any form of bullying, e.g. isolation, verbal or physical abuse, or harassment.

Employees are recruited and promoted solely on the basis of their qualifications for the job, regardless of race, religion, age, national origin, gender, sexual orientation, political opinion, union membership, marital status or disability unrelated to the task in question.

No operative may be involved in any activity that is in conflict with the Company's business interests. Such conflicts of interest may include e.g. holding external positions or ownership in conflict with The Company's interest, receiving gifts and hospitality where there is an expectation of a return favour, or decisions regarding employment or promotion of relatives or friends.

Good communication is of essence to run our business efficiently. Everyone in the company needs to know our goals, action plans and performance. A free flow of information is important; everyone in The Company can speak to anyone across functions and organizational levels.

Loyal, satisfied customers are the basis of our reputation. Honesty and integrity in all dealings with customers are prerequisites for profitable, long-term business relationships. The Company will provide customers with accurate information, and will only make commitments that we can live up to.

A large part of the Company's work is conducted in the private homes of our customers, often following emotionally stressful property damage. It is of essence that we behave with the care and respect required in a private home. We will also do our utmost to provide our customers with clear and consistent information on the scope, process, timelines and current status of the work.

No employee should seek or accept any gift, entertainment or personal favour that might reasonably be believed to have an influence on business transactions.

## **Code of Conduct**

### **Environmental Policy**

Crane Construction Consultancy is committed to reducing any negative impact on the environment from our operations. Through the nature of our business of restoring rather than completely rebuilding damaged properties, Mills is reducing the use of resources and contributing to a sustainable society. Mills is also seeking to use energy efficient equipment and processes in our operations.

All the Company's operatives are encouraged to act in the most environmentally friendly manner possible.

## **Code of Conduct**

### **Communications Policy**

Our operatives are all encouraged to speak with us regarding any aspect of our Code of Conduct, whether offering suggestions for improvement or reporting a suspected breach of the Code. We encourage our operatives to speak with their direct supervisor raising any concerns.

All communication in regards to this policy will be treated as strictly confidential and will be treated with discretion.

In the event that an operative raises a concern regarding proper work practices and raises a concern about potentially dangerous working practices, they must inform their supervisor immediately so that the issue can be dealt with in accordance with this Code of Conduct and proper Health and Safety regulations.

We strive to ensure that the policy is followed at all times and our operatives are encouraged to follow this leadership.