



HOMESERVE
CODE OF CONDUCT



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MESSAGE FROM **RICHARD HARPIN**

As the Founder and Group CEO of HomeServe I am very proud of our business, our people, and our achievements, and I want all of our people to share in this pride. This Code is designed to help you to understand your responsibilities as a part of HomeServe and to be an ambassador for our business.

We are all individually responsible for demonstrating the highest standards of integrity. Regardless of your role, seniority, or location, you are required to comply with our Code, our policies, and standards, and with all applicable laws and regulations that relate to your work, at all times. No code, policy or standard can cover every situation we face. It's important that we all apply common sense and good judgement, and only act in ways that support our values and purpose. If you are ever in doubt, you should ask for guidance and if you have concerns, you should speak up.

Please take the time to read and understand our Code, and with support from your colleagues and your manager ensure you understand your responsibilities, know who to go to for help, and how to raise a concern without fear of reprisal.



RICHARD HARPIN
Founder & CEO



ACTING WITH INTEGRITY

At HomeServe we conduct our business with integrity and the purpose of our Code of Conduct is to help our people (our employees and workers) to do the right thing and act in accordance with our purpose and values.

If you ever find yourself questioning your conduct, stop, and think – is it in line with HomeServe’s purpose and values? Consider the following



OUR PURPOSE

To make home repairs and improvements easy

OUR VALUES



I lead with **Courage**

I believe in our strategy, keep things simple and strive for great results and continuous improvement.

I am decisive, speak my mind and confront challenges.

I value innovation, "failing fast" and learning from experiences.



I lead with **Persistence**

I work hard, do my best, take responsibility and am accountable for delivering results.

I am optimistic, have a "can do attitude", choose action and make things happen.

I am resilient when faced with setbacks, collaborate and find solutions



I lead with **Integrity**

I am honest, act with integrity and seek the truth.

I value open communication and debate and listen respectfully to challenges and opinions.

I act with humility and openness and embrace diversity to build great teams.

WHAT IS **THE CODE**?

This Code is a guide to help you to understand the ethical and legal standards HomeServe has committed to, and your responsibilities as a representative of the business. As you read the Code, you will see that it cross-refers to a number of more detailed policies. These policies may differ depending on the country you work in or the business you are part of, but the overriding principles of the Code are the same for all of us.

WHY WE HAVE **THE CODE**

It's simple – HomeServe is a responsible business that cares about its customers, colleagues, and the communities it operates in. The Code provides a transparent framework with the intention of setting a common standard we can be proud of. As a business, we need to ensure that we have a robust approach to managing our risks and the Code also plays a part in helping us to do that.

Our responsibilities as HomeServe ambassadors

Every individual within HomeServe is expected to:

- Act honestly, responsibly, and decently, with respect for the people we interact with
- Understand this Code and what is expected of them
- Accept responsibility for their actions
- Report any violations of the Code.

Our responsibilities as leaders

HomeServe's leaders are expected to:

- Lead by example
- Create a culture of compliance in which their teams understand their responsibilities and feel comfortable raising concerns
- Ensure that employees understand that business results are never more important than compliance with HomeServe's ethical and legal standards.

Annual declarations

All senior managers and people involved in procurement will be asked, on an annual basis, to complete a declaration confirming that they have read this Code and providing details of any conflicts of interest and any gifts and hospitality (both given and received). These declarations should be returned to the Company Secretary by 30 April each year.



FAQs

Q. What happens if someone breaches the Code of Conduct?

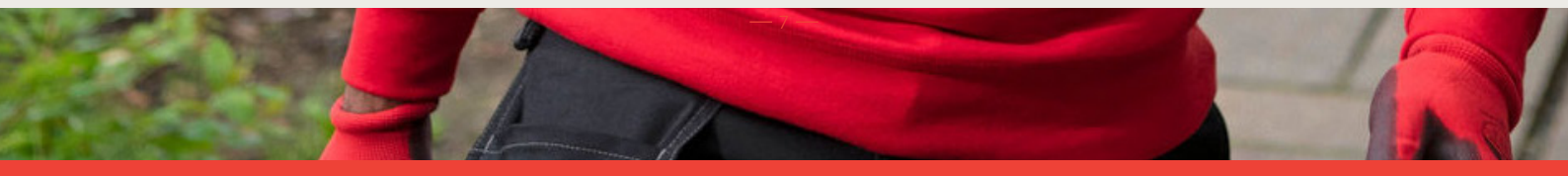
A. HomeServe operates with a zero-tolerance approach, which means that we will always investigate and treat allegations of unacceptable behaviour seriously; and take action appropriate to how serious the breach of the code is.

Q. If I raise something, will I have to testify in the proceedings?

A. If you report a potential breach of the Code and wish to remain anonymous it may be possible to obtain sufficient evidence from other sources. Otherwise, it is possible to report the suspicion via the anonymous hotline.

Q. We are a global company. Does this apply to all of our markets?

A. Yes, the Code applies to all markets and business units.



WE ARE COMMITTED TO DEALING WITH OUR CUSTOMERS IN AN ETHICAL WAY. TO HELP US ACHIEVE THIS, EACH BUSINESS HAS A CUSTOMER PROMISE, LIKE THIS ONE FOR HOMESERVE UK:

Before a Customer joins

We'll make it clear what they're buying and what it will do for them.

When a Customer joins

We'll tell them how much they're paying, what that buys them and how to claim.

When a Customer becomes a member

We'll make life easy for them.

When a Customer makes a claim

We'll solve their problem quickly and easily – their emergency is our emergency

If a Customer isn't happy

We'll listen, say sorry and put things right wherever we can, as soon as we can

FAQs

Q. I am concerned about the number of customer complaints we are getting over the phone. What should I do?

A. You should share your concerns with your manager. We are always looking for ways to improve our service so if you have any suggestions, don't hesitate to put them forward.

Q. I am worried about an elderly customer who isn't covered for the repair they need but can't afford to pay for it. What should I do?

A. Speak to your manager. In many of our businesses we have a hardship fund to help customers like this.

WE ARE COMMITTED TO CONDUCTING OUR BUSINESS WITH INTEGRITY, FAIRNESS, AND HONESTY.

AS AMBASSADORS OF HOMESERVE, OUR PEOPLE ALL PLAY AN ACTIVE ROLE IN MAINTAINING HOMESERVE'S REPUTATION.

COMPLIANCE WITH THE LAW

As a business we operate within the laws and regulations of each of the countries we are in, and we expect our people to do the same. Illegal behaviour will lead to disciplinary action, and in most situations, will be escalated to the authorities. Our legal teams are here to help us do the right thing and you should consult with them on all legal matters.

BRIBERY AND CORRUPTION

Acting with integrity is a core part of our HomeServe culture. Bribery and corruption go against this core value and are not tolerated at HomeServe.

Bribery consists of someone authorising, offering, soliciting, giving, receiving, or accepting anything of value, or any financial or other advantage, in order to induce the recipient to act in breach of trust, or to ensure favourable treatment whether by a company, government authority, official or employee. Bribes can consist of cash payments, gifts, entertainment, favours, any item or service of value, or any other financial advantage. Bribery is a criminal offence in the jurisdictions in which HomeServe operates.

DO THE RIGHT THING

- Never offer, authorise, or accept bribes, or any other form of improper payments.
- Follow the Gifts and Entertainment guidance, the Charity and Political Contributions guidance, and our Financial Crime and Sanctions Policy.
- Ensure that all accounts and financial records are complete and accurate, and that it is clear what each transaction relates to.
- No cheque should ever be made from a HomeServe bank account payable to "cash" or the "bearer".
- Check with Group Legal for any requests for cash payments to a government official or any other business partner.
- Never ask for payment from any of our business partners for your own personal gain.
- Always do your due diligence before establishing a relationship with a business partner on behalf of HomeServe to ensure they do not pose a bribery or corruption risk.

If you need more information, please read our Financial Crime and Sanctions Policy.

FAQs

Q. I work in procurement and we are currently in a tender process. One of the suppliers offered to take me to the World Cup. Does this count as business entertainment, or is this bribery? What should I do?

A. All suppliers in a tender process should be treated fairly. It is not always clear what the intentions of a supplier are in this sort of situation. You should discuss this with your manager, who should seek advice from the legal team where appropriate.

Q. My manager asked to enhance some performance data, with the promise that if I did so I would receive a better end of year review. What should I do?

A. You should raise this with your manager's manager or someone in your local HR team. You should never feel pressured to do something dishonest in order to receive a good appraisal.

FACILITATION OF TAX EVASION

HomeServe has a zero-tolerance policy towards tax evasion and the facilitation of tax evasion, both of which are criminal offences.

As a business we can be found guilty of a criminal charge if someone “associated” with us has facilitated tax evasion. The term “associated person” extends to all HomeServe employees, suppliers, contractors, agents, and anyone else deemed to be acting for or on behalf of HomeServe.

DO THE RIGHT THING

- When handling a supplier take-on process, follow HomeServe procedures closely.
- Always be aware when handling interactions with our business partners, particularly in our supply chain. Continued due diligence is key.
- If you have a concern relating to the facilitation of tax evasion, raise it with your manager.



FAQs

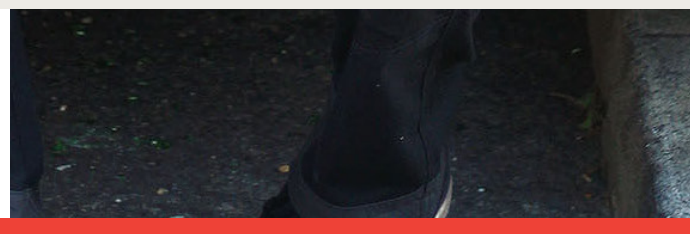
Q. A supplier asks to be paid into an offshore account which differs from the bank account set up in our supplier database. Should I go ahead and pay him?

A. Any requests like this, which ask for a change to a verified payment method, should be reported to your line manager, and checks to understand the reason for and validity of the request should be carried out. To simply go ahead and pay the supplier could amount to facilitating tax evasion.

Q. Where can I find more information about the HomeServe approach to such matters?

A. If you need further information about how we manage our tax accounting, including this specific legislation, then please refer to our tax strategy document that can be found on the HomeServe plc website:

www.homeserveplc.com/about-us/corporate-governance/policies



GIFTS AND ENTERTAINMENT

Routine business entertainment such as lunches and dinners has a role to play within some aspects of our business. However, it is crucial that it is only used to foster honest business relationships and not to act as a form of bribery.

DO THE RIGHT THING

- Anyone wishing to provide hospitality on behalf of HomeServe to an existing or potential customer or partner must obtain prior consent from their Director or Chief Executive.
- Gifts made to a supplier, customer, or client of HomeServe must not exceed £200 or the local currency equivalent, or a lesser amount determined by your local business unit.
- All employees must inform their manager if they are sent any gifts and keep an accurate record of any gifts received with a value of more than £100, recording the nature of the gift, the donor, the date of receipt, and whether it has been kept. This record must be maintained for each financial year and signed and sent to the Company Secretary by 30 April.

FAQs

Q. I have received an unexpected gift from a supplier which I think is worth more than £100. What should I do?

A. You should inform your line manager and keep a note of the details so that you can complete your annual declaration. You should consider whether it's appropriate to keep the gift or whether it could be donated to charity or used by your team.

FRAUD

Fraud is an intentional act to use deception, a breach of confidence, or a misrepresentation to gain an illegal or dishonest benefit. Fraud is not tolerated at HomeServe and will lead to disciplinary action.

DO THE RIGHT THING

- Never make misleading or recklessly false statements about our products, services, security, privacy, compliance practices, financial position, or company policies.

FAQs

Q. I work in marketing and I am concerned that a new campaign might be misleading to customers. What should I do?

A. You should talk to your manager about this. We want to treat our customers fairly and ensure they fully understand our products and services.

MONEY LAUNDERING

Money laundering is the process by which illegally obtained money is given the appearance of having originated from a legitimate source.

DO THE RIGHT THING

- If you have any suspicions about whether the source of any funds is legal, please raise this with your manager.

FAQs

Q. If an employee wishes to be paid into a bank account which doesn't appear to be theirs, what should I do?

A. Contact your line manager for advice. It might be nothing material. However, it is always best to check.

CONFLICTS OF **INTEREST**

At HomeServe we strive to operate in and create a fair working culture. All HomeServe employees should therefore avoid situations where their personal interests might conflict or seem to conflict with the independent judgement required in their role.

Care should be taken in:

- Dealing with suppliers, clients, customers, and other parties doing or seeking to do business with HomeServe companies
- Transactions in HomeServe's shares or shares of any company with which HomeServe has or is likely to have a business relationship
- Acceptance of outside positions, particularly with a competitor of HomeServe (whether or not for a fee)
- Investments in competitors, suppliers, and other parties seeking to do business with HomeServe.

In appropriate circumstances, HomeServe encourages employees to be involved in outside business activities. However, the permission of your local Chief Executive must be sought if there is any risk that the activity may result in a conflict of interest between that activity and HomeServe. You should also check the terms of your service agreement as this may contain restrictions or other limitations on your business activities outside of HomeServe.

It is also possible for you to have a conflict of interest with a previous employer if you have signed a confidentiality, non-compete or non-solicitation agreement with them. If you are subject to any of these you should notify your manager, who will consult with the legal team if needed.

Whilst we do not wish to interfere in the personal or family relationships or relationships between co-workers, it is important that employees or workers are not, and do not appear to be, influenced by personal relationships. As a consequence, any employee or worker must not be involved in any decision to hire, dismiss, promote or reward any family member or person with whom they are in a personal relationship that might improperly influence their decision.

Due to the potential for conflict of interest, managers should not normally employ relatives at the same location/department as themselves. If they wish to consider such appointments, they must first obtain the express permission of their Chief Executive and the local HR Director. All such appointments must be discussed with the relevant HR department prior to offers being made.

FAQs

Q. There is a job available in my team and my cousin would be an ideal candidate for it. Can I suggest him for the job even though we are related?

A. It's fine to recommend a family member or friend for a job if they are qualified for it and would be a good candidate. However, you should be clear about your relationship with the candidate from the start and you should not be involved in the recruitment process. In addition, you should not become the manager of any family member or anyone you are in a relationship with.

TRADE SANCTIONS

Sanctions are restrictions imposed to target countries, as well as individuals, suspected of engaging in activities related to terrorism, narcotics trafficking, the spread and production of weapons of mass destruction, or other threats to security. Sanctions are imposed as a matter of security by governments.

HomeServe is committed to complying with all sanctions, related laws, and regulations. Each of our businesses is responsible for monitoring and complying with sanctions laws.

FAQs

Q. We have found a supplier of products or services which appears to be owned by a company in a known tax haven. Should we be concerned?

A. Yes. Tax havens are frequently used by governments and/or individuals who are subject to sanctions. Such tax havens help to hide the identity of those involved. The identity of the ultimate owners of the business should be established before any contract is signed. Whilst the persons involved could be entirely innocent, they could be subject to a sanctions list. Even if they are not subject to a sanctions list, they could be involved in tax evasion or money laundering. Raise the issue with your line manager and local legal team, who can assist you to conduct appropriate due diligence. Ultimately if you cannot establish the identity of the ultimate owners, no contract should be entered into with the company concerned.

FAIR COMPETITION

Competition and antitrust laws apply across all the jurisdictions within which HomeServe operates and we are committed to complying with them.

DO THE RIGHT THING

- Avoid entering into any form of agreement with competitors regarding HomeServe's pricing, product type or terms and conditions, product distribution, territories within which HomeServe will operate, or customers.
- Avoid exchanging or discussing information regarding the prices, terms and conditions of sale or service, or any other competitive information with a competitor.
- Only enter into agreements with joint venture partners within the scope of the joint venture.
- Always consult your local legal team before exchanging any information with competitors or entering into any agreements.

FAQs

Q. Our joint venture partner has asked about all our pricing models, for products we operate with them, and without them. What information can I share?

A. You can share information surrounding the products we operate with them as a joint venture. If you are unsure, check with your local legal team.

CHARITY AND **POLITICAL CONTRIBUTIONS**

At HomeServe we actively support many charitable causes with the help and support of our people but it's important to make sure that all charities we support are genuine and our support can't be misconstrued.

DO THE RIGHT THING

- Any contribution to any political party, candidate, campaign, or officeholder in any jurisdiction must be approved by the HomeServe plc Board. Please contact the Group CFO or Company Secretary if you have a request for approval.
- All charitable donations must be approved in accordance with local requirements (and if there is no approval process locally, must be approved by the local Chief Executive).
- All contributions must be recorded by the relevant local finance team.

FAQs

Q. I am part of a local charity and we are looking to be sponsored for an event. Would it be OK to ask colleagues to sponsor me?

A. Yes, that's fine. You are welcome to ask your colleagues, however you cannot use your position at HomeServe to put pressure on your colleagues to donate.

EXTERNAL **COMMUNICATIONS**

on social media to conversations with the press, it is important that we are mindful of what we say about HomeServe. As individuals we all have a right to speak our minds. However, we should be aware of what effect this could have on our brand and business. Innocent and passing comments can be taken out of context and could have long-lasting detrimental effects on HomeServe.

DO THE RIGHT THING

- Think before you post or comment publicly about what the repercussions of your words could be. Could they be taken out of context and cause unintended harm to our business?
- Do not engage with the press or media without the support of your local communications team.

FAQs

Q. I have strong political views and campaign for my chosen party on social media. I'm concerned that many people, including colleagues, will find my views controversial. What should I do?

A. As an individual you are welcome to express your views. However, there should be no suggestion that they represent HomeServe's views. It is always worthwhile considering how voicing your views will affect your working relationships, and the wellbeing of others. Remember at HomeServe we will not tolerate disrespectful treatment of others, so make sure your actions are aligned to our values.

Q. I have been asked to do an interview about my experiences at HomeServe by a media outlet. Do I need to notify HomeServe about this?

A. Yes, you should notify your manager and local communications team as they will be able to guide you on what it is appropriate to say.

WE ARE COMMITTED TO PROTECTING OUR PEOPLE,
CUSTOMERS, AND BUSINESS AND WE ARE ALL CUSTODIANS
FOR HOMESERVE'S INTERESTS AND ASSETS.



ENTERING INTO **CONTRACTS**

HomeServe enters into many agreements with third parties, such as suppliers, and business partners. It is important that such agreements are legally binding to ensure both parties understand what is expected from the relationship. HomeServe needs to know what commitments are being made on its behalf, so only Directors who have been given the authority, can sign off on any contracts.

DO THE **RIGHT THING**

- Make sure that your legal team is involved in the negotiation of any agreement before it is signed.
- Only enter into a contract on behalf of HomeServe if you have the authority to do so.

FAQs

Q. A contract was signed with a supplier; however, the ask has changed, and we need to add on additional products to the contract. Do I need to sign a new contract?

A. Yes, you will need to get the contract amended (with input from your manager and the legal team) and both parties should sign it.

CONFIDENTIAL **BUSINESS INFORMATION**

HomeServe employees may routinely have access to confidential or proprietary information about HomeServe's business or its customers, suppliers, or joint venture partners. This information is confidential and must not be disclosed or shared during or after an individual's employment with HomeServe. If such information were leaked it could be harmful for our business, our customers, our people, or anyone we do business with. This also applies to any information shared by joint venture partners, suppliers, and customers.

DO THE **RIGHT THING**

- Never disclose any confidential information relating to HomeServe or parties we do business with.
- Only disclose confidential information if authorised to do so in writing by HomeServe.

FAQs

Q. Can I talk to family and friends about things that I read about in internal communications, or would this information be confidential?

A. Yes, unless a piece of communication mentions that it is confidential, you are welcome to discuss this outside of HomeServe.

Q. I've been given a confidentiality agreement to sign by a potential new partner. They won't give me the information I need to assess whether we should work together unless I sign it. What should I do?

A. You should ask your legal team to review it and if they are happy with it, arrange for an authorised signatory in the business to sign it.

INFORMATION SECURITY

HomeServe provides you with technology and access to its corporate systems in order for you to carry out your job efficiently and securely. To keep secure, we rely on our people to use these responsibly and always exercise good judgement. Please make sure you comply with HomeServe's security policies and procedures as well as understanding how to identify and report a security incident.

When you are supporting or leading business change, whether related to technology or to process, please consider how that change may impact the safety and security of our information. If in doubt, please contact your Information Security representative.

DO THE RIGHT THING

- Never use HomeServe systems or technology in a way that is illegal, could cause damage, or could negatively impact our customers or our business. When responding to or opening external emails as well as clicking on links, opening attachments, and accessing websites, use caution and care.
- When in the office or whilst working from home, physical security is important, so locking away equipment when not in use and/or keeping a clear desk are important. Whilst on a HomeServe site, you should always wear your ID badge.



FAQs

Q. Where can I find more information?

A. Typically guidance and advice as well as policies and procedures are available on the company intranets, but if unsure, contact your local Information Security representative.

Q. How do I report a security incident?

A. Contact your IT help/service desk.

PERSONAL DATA AND **PRIVACY**

We are committed to protecting the privacy and security of personal data and complying with all laws and regulations that apply. This will help us to create an environment of confidence and trust that encourages people to share their personal information with HomeServe, be they employees, customers, or business partners.

DO THE **RIGHT THING**

- Only collect, process, use, disclose or store personal data if there is a legitimate business purpose for doing so, and ensure the reason is explained in full to the relevant individual.
- Make yourself aware of and follow HomeServe's data protection policies which set out how personal data should be classified, collected, processed, used, disclosed, stored, transferred, and deleted.

For more information, read the [Group Data Protection Policy](#).

FAQs

Q. I was in the office late one night and found some payroll details on the printer. What should I do?

A. You should destroy the information you discovered and make your manager aware of the issue.

DOCUMENT **RETENTION**

As a part of our business operations at HomeServe, we routinely hold customers' and employees' financial and personal data. We are committed to protecting an individual's right to data privacy and follow all requirements and industry standards, such as the General Data Protection Regulations (GDPR), the California Consumer Privacy Act, and the Payment Cardholder Industry Data Security Standard (PCI DSS). Accordingly, we have systems and processes in place that are compliant with industry standards to protect individual's data.

DO THE **RIGHT THING**

- Make yourself aware of and comply with all HomeServe data privacy systems and processes.

FAQs

Q. I was tidying up a cupboard and found an old CV from four years ago. What should I do with it?

A. Check with your local data protection officer. There are specific regulations which set out what you should do with different documents after different periods of time, and your data protection officer will be able to guide you based on these.

COMPANY **PROPERTY**

HomeServe entrusts its people with company assets, such as cash, software, and trade secrets. These assets are shared to help us operate and are given to employees with a great deal of trust. Such assets should therefore only be used for business purposes and should not be used for personal gain. The same goes for the personal property of any other HomeServe colleague.

Company assets include but are not limited to employees' or workers' time, materials (including stationery or spare parts), cash, software, trade secrets, and confidential information.

DO THE **RIGHT THING**

- Use company assets for the purpose they were given, unless expressly permitted by your local Chief Executive.
- Do not steal or misuse any HomeServe property.
- Familiarise yourself with your service contract to understand the approved use of confidential information and other intellectual property.

FAQs

Q. Can I use my HomeServe email for sending personal emails?

A. You may send the occasional personal email from your work account, but you should remember that all HomeServe email may be monitored.

Q. I have noticed that one of my colleagues is taking plumbing spare parts that are left over after a job has been completed home at the end of the day. What should I do?

A. This is theft, and you should report this to your manager immediately.

INSIDER DEALING AND MARKET ABUSE

All HomeServe employees must be mindful of the laws on insider dealing, and their duty of confidentiality to the company. Insider dealing is a criminal offence and could also have a detrimental effect on our reputation.

DO THE RIGHT THING

- Think carefully before buying or selling HomeServe shares and do not deal if you are in possession of price sensitive information.
- Familiarise yourself with the Group-Wide Dealing Policy (which applies to all our people) and to the HomeServe plc Dealing Code if you have access to price-sensitive or inside information.
- Seek advice from the Group CFO or Company Secretary if you have any concerns.

FAQs

Q. I work for a director and see a lot of confidential information, but I don't read it in detail. If I wanted to buy or sell HomeServe shares, can I do this?

A. If you have access to information which could affect the share price and is not generally available to the public, this could be inside information. If you have any concerns, speak to the Company Secretary before buying or selling shares.



WE ARE COMMITTED
TO CARING FOR OUR
CUSTOMERS, PEOPLE,
AND COMMUNITIES.
AT HOMESERVE WE
EXPECT OUR PEOPLE
TO TREAT OTHERS, AND
THE ENVIRONMENTS
IN WHICH WE
OPERATE, WITH
DIGNITY, RESPECT, AND
FAIRNESS.



EQUAL OPPORTUNITIES, INCLUSION AND DIVERSITY

HomeServe is an equal opportunities employer. We are committed to creating a fair, equitable and diverse culture. Our practices are designed to promote fair and equitable treatment and build an environment that is free from harassment, intimidation, and discrimination of any kind.

Full and fair consideration (having regard to the individual's particular aptitudes and abilities) will be given to applications for employment from and the career development of people affected by a disability or long-term condition. In addition, HomeServe will take all practical steps to ensure that colleagues who become disabled or suffer from a long-term condition during the time they are employed by the Group are able to continue to perform their duties.

DO THE RIGHT THING

- Treat your colleagues, and others you interact with, with respect and dignity.
- Promote and work to enable equal opportunities in every aspect of your work.
- Celebrate diversity, and report harassment, intimidation, and discrimination.

FAQs

Q. My manager wants the team to perform well but they can sometimes be intimidating, and this is causing stress for the team. What should I do?

A. Intimidating behaviour is not acceptable. If you don't feel able to discuss this with your manager, contact your local HR representative or your manager's manager. We will ensure that there are no reprisals for raising the issue.

Q. Due to a long-term condition or disability I feel that I need additional support or equipment to do my role – what should I do?

A. You should first approach your line manager and explain your circumstances. Your manager will be able to look at what reasonable adjustments can be made to support you and refer you to your local H&S team or Occupational Health if necessary.

Q. How can I raise concerns about discrimination if I feel I have not been treated fairly or given equal opportunities?

A. Discrimination is not acceptable, and we want HomeServe to be a company where people can be themselves. If this is not the case you should first seek guidance from your manager or your local HR department. If you are unable to resolve your concerns informally (sometimes people involved will not be aware that their behaviour is causing offence) then you have the right to make a formal complaint. Your local HR team will be able to provide guidance on this process.

HUMAN RIGHTS AND MODERN SLAVERY

At HomeServe we expect all of our people to treat others as they would like to be treated themselves – with respect and dignity. Human rights are a minimum standard of how we should treat others, and we encourage our people to be active in fostering a culture of respect and equality for all. Human rights should be prioritised over all other business objectives.

We do not tolerate human rights violations, including modern slavery, in our business, or by any of our business partners. Any such violations will be investigated and disciplined accordingly.

DO THE RIGHT THING

- Treat others as you would like to be treated.
- If you see someone violating human rights, report them to your line manager, HR director or local Chief Executive.
- Read our Modern Slavery Statement, which is available on our website.

FAQs

Q. I work in payroll and noticed that the bank details we have for paying one of our employees do not seem to be the employee's own. I am concerned that their wages are being sent to someone who is not them, and that this might be a form of slave labour. What should I do?

A. Report this to your line manager, who might need to escalate this further.

Q. I am concerned that one of our acquisitions does not allow their employees to work with unions. Is this fair?

A. No, all employees should have the right to union representation, and other collective bargaining powers. You should report this to your line manager.

RECRUITMENT OF EMPLOYEES FROM **COMPETITOR ORGANISATIONS**

It is important that we do not try to recruit any individuals from competitor organisations in a way that may open us up to legal action. The risk is, that in certain situations, it may appear that HomeServe is trying to obtain confidential information or an unfair advantage by hiring certain individuals from competitor organisations.

DO THE RIGHT THING

- Do not attempt to engage in or attempt to recruit an employee in a way that could open HomeServe up to legal action.
- Abide by any legally enforceable restriction placed on a potential recruit, whether that be from the terms of the potential recruit's contract of employment or otherwise.
- Do not seek to receive any confidential and commercially sensitive information from potential recruits.
- If in any doubt, always seek the advice of your local HR Director.

FAQs

Q. A colleague of mine used to work for a competitor and they have still got some information about their business and have offered to share it with the team. What should I do?

A. You should tell your colleague that they should not share any information they acquired from their previous employer with the team, and you should make your manager aware of the issue.

HEALTH AND SAFETY

HomeServe is committed to building a safe workplace for all employees, contractors, and the community in which we operate. We work to create a culture that motivates and supports our People in their efforts to achieve zero work-related injuries and illnesses.

Overall responsibility for health and safety rests with the HomeServe plc Board. Management teams within each of our businesses carry out the necessary arrangements to facilitate our health and safety practices and every individual in HomeServe is responsible for acting with their safety, and the safety of others, in mind. We must all play our part to keep each other safe.

DO THE RIGHT THING

- Report any near misses, accidents, injuries, unsafe working conditions, or unlawful conduct including threatening behaviour and violence to your Manager or to your local health and safety representative.
- Make yourself aware of and follow all HomeServe health and safety standards.

FAQs

Q. I sit down all day at work and I'm struggling with back pain. What can I do about this?

A. In the first instance speak to your line manager. They will assist you to do an assessment of your working arrangement and see if improvements can be made.

Q. I don't have all the right safety equipment on my van. What should I do?

A. You should speak to your manager as a matter of urgency – we need to do everything we can to keep our customers safe. If you don't get what you need, you should escalate your concerns to your local health and safety representative.

THE ENVIRONMENT

We are committed to making our house greener, and helping our customers to do the same. The management of our environmental impact as a business and the products we offer is key to our future growth. It is important to our stakeholders, and in supporting the fight against climate change.

As a business we are committed to adopting environmental best practice, implementing environmental management systems to achieve our carbon reduction targets, and supporting international sustainability efforts.

DO THE RIGHT THING

- Embrace environmental initiatives and activity.
- Question unsustainable activities in your line of work and look to find greener alternatives.
- Report any environmental risks and hazards promptly.

Read our Group Environment Policy which is available on our website.



FAQs

Q. Many of the people in my office don't follow the environmental initiatives that are in place. I don't want to be the person who tells people off, but I would like to encourage everyone to do the right thing. What can I do?

A. Talk to your local office manager. They can put up signs, or send out a note to everyone to remind them of the environmental practices we have in place.

Q. There are no recycling facilities in our office. I care about the environment and feel that this is something that should be changed. How can I go about getting this sorted?

A. Speak to your line manager or local facilities manager, who will be able to install recycling facilities. At HomeServe we always strive to be as environmentally friendly as possible, so if there is an initiative you think we should be acting on, get in touch with your local facilities manager to see if it is possible to implement.

SEEKING ADVICE OR RAISING A CONCERN

HomeServe has an open-door policy, and we encourage our employees to seek guidance if they have any doubts or concerns, no matter how big or small. It is the responsibility of every employee to speak up about any wrongdoing or concerning behaviour.

We hope that, in the first instance, you would feel able to raise a concern with your line manager or director. If, for whatever reason, you feel you cannot talk to your manager or director or, if you feel your concerns have not been addressed appropriately you should contact the reporting helpline:

<https://app.convercent.com/en-US/LandingPage/28f0d341-f651-eb11-a97c-000d3ab9f062> or by telephone as follows:

United States	800 461 9330
United Kingdom	0808 189 1053
Spain	900 905460
France	0805 080339

Other local numbers are available online.

The helpline is a confidential service provided for HomeServe by an independent organisation called Convercent.

