

## compliance with our business principles

### Applying our principles

This statement applies to all our employees as well as our agents, consultants and other representatives. It confirms our strong dedication to the highest standards of business conduct in every country in which we do business.

Although individual subsidiaries and business units may have additional standards, each employee should use this document as a general guideline for behaviour, particularly where no other specific standards apply. We also have other policies and guidelines (listed at the back of this document) which should be referred to for further detail.

We expect every employee to uphold our ethical business practices. Each manager is responsible for the behaviour of those under his or her control or direction. Failure to comply with the standards in this statement will result in disciplinary action which may include termination of employment. We may also report the matter to the public authorities for appropriate action.

Every effort should also be made to ensure that we promote these principles and values in our dealings with joint-venture partners and other stakeholders. When dealing with suppliers, we will seek to make sure they satisfy our requirements for quality materials and socially-responsible operating practices.

### Speaking up

If you know or have genuine suspicions of any legal violation in work-related issues or breaches of these principles, you should report them to your manager or human resources department so that we can take action.

If your concern is in relation to a legal violation or breach in which you believe both your manager and the human resources department to be implicated you should contact the chief legal officer at our group headquarters in London. We will make confidential enquiries and make sure that we keep you informed as appropriate.

We will make all proper efforts to protect the confidentiality of those who raise concerns. We will not criticise anyone for speaking up, or for failure to speak up on earlier occasions. We will not permit retaliation for reports of misconduct by others made in good faith by employees.

We will treat any attempt to prevent employees from raising concerns as a serious disciplinary offence.