

It is the policy of Aspen Build (East Anglia) Ltd to:

- Provide our clients with a fair and honest way of doing business.
- To exceed their expectations for quality and performance and to maintain open communications with a spirit of co-operation and team work.
- To adopt a non-adversarial approach to ensure that customer satisfaction and good relations are always achieved.
- To be default choice in our market
- To be the best employer
- To be the best financial performer

Core Values

- The Company believes that integrity in its dealings with clients is essential for the development of successful and sustained business relationships
- The Company strives to provide products and services which are of a consistent high quality and reliability
- The Company shall take all reasonable care to ensure that it does not give inadequate or misleading descriptions of the products and services that it provides
- No employees shall give or receive money or hospitality, gifts, services, benefits in kind or other favours of significant value to or from a customer or other persons who may influence a customer which could be construed as being or being intended to be a bribe
- The Company shall maintain the due confidentiality of customer data and commercially sensitive information
- Information received by employees in the course of business dealings shall not be used for personal gain or for any inappropriate purpose except that for which it is expressly provided
- Employees shall treat information relating to the Company as confidential, especially in commercial terms and as required in their Contracts of Employment
- The Company continuously strives to develop relationships with its suppliers based on a partnering approach to business and on mutual trust.
- The Company endeavours to pay its suppliers promptly and according to agreed terms
- All information regarding the relationship between the Company and its suppliers shall be treated with appropriate confidentiality
- The Company shall complete vigorously, but honestly, with other companies in their respective sectors

The Company shall not attempt to acquire information regarding a competitor's business by disreputable means In recognising our obligations to all stakeholders, the Company demands the highest ethical standards of behaviour and approach from all those who operate in the Company name and actively encourages the exposure of any practices which may injure the reputation of the Company or any of its employees.

Aspen Build (East Anglia) Ltd. Disability Equality Scheme

The Disability Discrimination Act 1995, as amended by the Disability Discrimination Act 2005 places a general duty on public authorities to Promote disability equality. Aspen Build (East Anglia) Ltd. Make it every employees responsibility to ensure that within the company:

- Equality is promoted regarding opportunity between disabled persons and other Persons.
- Unlawful discrimination is flagged and eliminated immediately along with any necessary sanctions being issued.
- Harassment of disabled persons that is related to their Disabilities is flagged and any necessary sanctions issued (note it is Aspen Build Ltd's policy to immediately dismiss any employees wilfully harassing any staff members for any reason).
- Attitudes towards disabled persons are promoted throughout the company and in the work place.
- Encourage participation by disabled persons in public life; and to take steps to take account of disabled persons' disabilities, even where that involves treating disabled people more favourably.
- Promote equality of opportunity between disabled persons and other persons.
- Eliminate unlawful discrimination.
- Eliminate harassment of disabled persons that is related to their disabilities.
- Promote positive attitudes towards disabled persons.
- Encourage participation by disabled persons in public life.
- Take steps to take account of disabled persons' disabilities, even where that involves treating disabled people more favourably.

All employees must adhere strictly to Aspen Build (East Anglia) Ltd's Equality & Diversity Policy, may often result in instant dismissal, it is your responsibility to ensure that you are well aware of what is expected, and to conduct yourself accordingly.