

ISHelp.CO.UK LIMITED AND GRIDSMART LIMITED (THE COMPANY)

HUMAN RIGHTS AND LABOUR STANDARDS POLICY

ABOUT THIS POLICY

The Company is committed to working responsibly and with integrity. This Human Rights and Labour Standards Policy outlines the Company commitments and complements the existing suite of Company policies.

PURPOSE

This Policy sets out the fundamental principles embedded in business operations and culture to ensure the Company does not engage in activities that directly or indirectly violate labour standards and human rights.

The Company recognises the importance of labour standards and human rights to the Company employees and stakeholders, there is both a business and moral case for ensuring that both labour standards and human rights are upheld and respected across the Company and throughout business relationships. The Company has policies and processes in place which aim to identify, prevent and mitigate poor labour standards and human rights risks.

LABOUR STANDARDS COMMITMENTS

The Company recognises that its employees are its principal asset and the Company is committed to treating employees with fairness, respect and integrity. Through this policy, the Company commits to the following principles-based outcomes:

- A safe and healthy working environment.
- Operating in compliance with all relevant laws in the countries in which it operates.
- A workplace free of discrimination (however unintentional) with equal opportunity at all levels of the company on matters such as sex, gender, pregnancy and maternity, marital status, race, colour, religious beliefs, ethnic or national origin, age, disability, sexual orientation, economic deprivation, or social status and, to act in accordance with the Company **Equality, Diversity and Inclusion Policy**.
- Zero tolerance and zero occurrence of unacceptable treatment of employees, such as physical or verbal abuse as detailed in the Company **Anti-Harassment and Bullying Policy**.
- Remuneration that at the very least is sufficient to cover employees' basic needs and provide them with the opportunity to improve their skills and capabilities.
- Accessible and timely information for employees on the progress of the Company's business and its strategy, and of any major changes which might affect employees as a group or individually.
- A set of clear grievance and appeal procedures, which are justly applied and clearly communicated in the Company's **Grievance Procedure**.

This Policy commits to decisions and actions that lead to the reduction and elimination of excessive working hours. The Company expects all employees to respect employee rights to a reasonable work-life balance in compliance with law on working hours and overtime. Where instances of excess are detected, the Company commit to understanding the root cause and providing an appropriate

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response and resolution. The Company encourage family-friendly practices, and flexible and remote working where appropriate and in accordance with the Company's **Rights to Flexible Working Policy**.

This Policy commits to decisions and actions that lead to the provision of a living wage at a minimum. Pay must be (at the very least) sufficient to cover an employees' basic needs and provide employees with the opportunity to improve their skills, capabilities, or economic prosperity. The Company operate remuneration policies and practices to ensure employees are fairly rewarded for the work that they do. The Company regularly monitors this and reviews all employee pay annually at the minimum.

HUMAN RIGHTS

The Company supports the rights of all people as set out in the United Nations Universal Declaration of Human Rights (UDHR). The Company acknowledges the responsibility of all businesses to respect human rights, by acting with due diligence to avoid infringing on the rights of others and to address any transgressions.

The Company aims to inculcate the following Human Rights Principles into the behaviours of Company employees.

- Anti-Corruption: The Company will not permit any act by any business or employee that is considered to be corrupt, either under relevant law, as stated in the **Company Anti-Corruption and Bribery Policy**, or by reference to good business practice.
- Anti-Human Trafficking: The Company will not make use of forced labour and will not engage employees that are below the legal minimum age regulations. Furthermore, any Company employee who suspects slavery or human trafficking in the Company's customer operations or within the Company's supply chain, is expected to report in accordance with the Company's **Anti-Slavery and Human Trafficking Policy**. Where a breach is found, an appropriate response is implemented, such as corrective actions, engagement, or even termination of contract.
- Respect: The Company and all Company employees must treat all Company employees and other individuals with dignity and respect and comply with relevant laws and regulations to ensure a discrimination-free environment for all.

MINIMUM LABOUR STANDARDS FOR SUPPLIERS

As part of the ongoing Company monitoring of modern slavery risk and compliance with labour standards and human rights in the supply chain, the Company is committed to implementing improvements to Supplier Assurance processes and it remains Company policy to require new suppliers to be risk-assessed.

The Company expects suppliers to meet the following minimum labour standards:

- Ensure compliance with all applicable human rights laws and regulations.
- Have policies and procedures in place that ensure the prevention of modern slavery.
- Have processes in place to ensure compliance with national laws and regulations with regards to employee remuneration.
- Have policies in place to ensure equality, diversity and inclusion.

REPORTING

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If circumstances arise that give you reason to pause and consider whether a proposed course of action may contravene or contradict the principles contained in this Policy, or if you suspect an issue has arisen in relation to this Policy or a breach of this Policy has occurred or may occur (involving other Company employees or any third party), it is your duty to speak up and you are encouraged to immediately notify your line manager, a member of the senior management team or the HR Department.

RESPONSIBILITY

The Managing Director is the main board Director with primary responsibility.

The board of directors have responsibility for establishing and maintaining proportionate and effective labour standards and human rights policies and processes within the Company.