

ETHICAL POLICY

		Approved by
Prepared by:	Stephen Herritts	
Issue Number:	1	
Issue Date:	08/03/2018	Managing Director

Integrity

At Aerco we always endeavour to act with the highest levels of integrity and ethical behaviour. Our integrity in dealings with our customers, suppliers, colleagues and other interested parties strengthens our reputation through trust and success by delivering what we promise.

We do not improperly influence others or let them improperly influence us. We are respectful, and behave in an open honest manner.

Honesty

We will only promise what we can reasonably expect to deliver, then strive to keep our commitments.

Aerco's customers, suppliers, employees and other interested parties must be able to trust what we say and believe that we stand by our commitments.

As employees, we communicate with each other in a respectful, fair, honest and open manner knowing that if we make a commitment, our personal reputation and the company's success is directly impacted by our ability to deliver on this.

Conflict of Interests

We must not engage in activities that create conflict between our personal interests and the interests of the company.

Conflicts of Interests can occur where a personal or family or our other relationship interest makes it difficult for an employee to represent the company fairly.

A conflict of interest also arises when an employee is offered a gift, favour or entertainment that has a value greater that we could reasonably reciprocate or that oblige or appear to oblige us to act in contrary to the law, the business interests between our organisations or ethical business practices.

The most serious conflicts occur when an employee has:

- i) the authority to spend the company's money
- ii) the authority to engage the services of a person or organisation outside of the company
- iii) has information that could be valuable to persons outside the company

Certain financial data, technical materials and future plans that could be valuable to persons outside the company are treated as being strictly confidential. Anyone that has such information must not use it for personal gain or provide it to others outside of the company.

Any technical or commercial information shared with Aerco by our customers is treated confidentially and stored securely in accordance with the company's Document Control and Retention procedures.

Competing Fairly

Aerco avoid arrangements that restrict our ability to compete fairly with competitors, suppliers and customers. We are not involved in any arrangements, understandings or agreements with competitors to fix pricing or terms upon which products are sold.

In any dealings with public bodies, other organisations or private persons, Aerco strictly adheres to ethical business practices. We do not seek to influence others, directly or indirectly, by making

improper payments, providing gifts or any other measures that are unethical or would tarnish our reputation for honesty and integrity.

International Trade Laws

Aerco are committed to following applicable international trade laws including import and export control regulations, compliance with sanctions and anti-boycott laws.

Excellence

Aerco's business is built on a foundation of Quality and Service. We look to provide a service to our customers that they cannot get elsewhere.

Quality extends to the Products and Service we supply and the activities that we conduct as employees within our company.

Quality

We are dedicated to quality in the products and service that we provide, maintaining compliance with our accreditations, specific customer requirements and company procedures and processes.

Our success depends on us continuously serving our customers and the commitments we make and looking how we can improve our business.

Aerco's open and honest culture allows employees to share their opinions on how we can improve our own performance and the performance of the company. We actively listen, encourage teamwork and make decisions based on facts and data.

By setting targets, reviewing our performance and learning from successes and setbacks, we drive ourselves and the company to improve

Customer Focus

Aerco have built a reputation for understanding our customer needs, helping them to be successful by adding value and service to their supply chain not offered by our competitors.

As employees we must ensure that our individual decisions and actions contribute to the positive perception of the company to enhance customer satisfaction and promote their loyalty.

We act with a sense of urgency to deliver accurate information and products that fully conform with quality and documentation requirements required by our customers, legislation and regulations.

Teamwork

At Aerco we understand that the success of how well we perform as individuals and as a business is affected by the culture and environment that we work in, valuing our employees as our greatest asset.

Our success is dependent on our ability to meet our customer's expectations; similarly our suppliers are also key to our success.

Respect

We treat one another with respect, trust and dignity; we do not tolerate intimidation or harassment. As employees we have a right to expect a positive working environment supporting these principles and the have the responsibility to speak out and ask for change if we experience conduct that runs contrary to these values.

Treating People Fairly and Without Discrimination

Aerco will select employees on the basis of their qualifications for the work to be performed without regard to race, religion, national origin, colour, gender, gender identity, sexual orientation, age or disability.

We build and maintain a productive, motivated workforce by treating all employees with fairness and impartiality. We respect and recognise the contributions of employees at all levels. We also understand that to be successful we work together, as a chain of inputs and outputs and if anyone of the links breaks, the chain fails.

Diversity and Inclusion

Aerco respects the uniqueness of individuals and appreciate our differences, we value the diversity of talents, skills, abilities, cultures and experiences that enable our employees to deliver superior business and personal results. We know the benefits of considering different points of view to prevent silo thinking and allowing us to drive innovative solutions and positively improve our business through our employee's inputs.

Building Successful Customer Supplier Relationships

We aim to be a critical link in our customers being able to supply their customers. Through building long standing customer relationships Aerco aims to become the first choice and help our customers with their inventory supplier reduction and providing them with a service that they cannot readily attain elsewhere.

Similarly, we look to build strong relationships with our suppliers. We view our suppliers as an extension of our company, and whilst being able to smooth out delivery challenges normally presented to our customers, we demand the same levels of quality of product and documentation from our suppliers as we live by ourselves.

Responsibility

As employees we are committed to the success of Aerco and we each have a responsibility to uphold the company's reputation. We are equally responsible for maintaining the commitments that we make to each other, to our customers and suppliers.

All employees are personally accountable for meeting both individual and shared goals. We expect employees to use good judgement, their training and professionalism to avoid any communication, disclosure or interaction that might damage our reputation. All employees are personally responsible for adhering to applicable business practices, following company policies, procedures and complying with the law.

We recognise and respect the personal information privacy interests of individuals and comply with applicable Data Protection laws. We take appropriate measures to safeguard the security and confidentiality of company records containing personal information.