

Sarum Hydraulics Limited.

Code of Conduct and Responsible Trading Policy.

Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past customers, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the services concerned. We extend the same standards to all our customers, suppliers and other professional contacts during the course of our business.

Ethics

We always conduct our own services honestly and honourably, and expect our customers and suppliers to do the same. Our advice and the methods imparted through our training and technical publications take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

Duty of care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organizations, including this company, should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

Conflict of interest

Due to the close relationships built up with customers, we will not knowingly offer the same product to a direct competitor of a customer, and we generally try to avoid any dealings with competitor companies even after the cessation of services to a specific customer.

Prices

Our prices are always competitive for what we provide, which is a high quality product.

Payment

We aim to support all our suppliers with prompt payment and expect our customers to do likewise. Our terms are generally net monthly account.

Intellectual property and moral rights

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our customers. In return we respect the moral and intellectual copyright vested in our clients' intellectual property.

Quality assurance

We have commitment to maintain the quality of what we manufacture. We encourage feedback from customers. The company is an accredited ISO9001 supplier. Further details are available on request.

Professional conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

Equality and discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

This policy is available to all interested parties on request.



Signed by John Foster, Managing Director

January 2019