

Employee Code of Conduct

1. Introduction

Employees of Pro:Direct Sport Limited (Pro:Direct), or any of its fellow subsidiaries, and others performing work for Pro:Direct or on its behalf, collectively referred to in this code as "Employees", are expected to act lawfully, honestly, ethically, and in the best interests of the company while performing duties on behalf of Pro:Direct. This Employee Code of Conduct provides some guidelines for business conduct required. Anyone who is unsure whether their conduct or the conduct of other employees complies with this code should contact their line manager or The People Team. This code is subject to change and may be amended, supplemented, or superseded by one or more separate policies.

2. Scope

This code applies to all employees (including agency workers, contractors and consultants) and anyone else working on Pro:Direct's behalf.

3. Company Values

Pro:Direct has four Company Values – *Adaptable, Creative, Trusted & Passionate*. These company values underpin the positive behaviours held most important in the workplace and are reinforced throughout the company from how we hire, to how we evaluate performance. All employees are expected to demonstrate and be accountable for these behaviours on a daily basis.

4. Respect in the Workplace

Pro:Direct does not tolerate bullying, harassment, discrimination or any disrespectful behaviour in the workplace or any work related situation. An environment where people feel uncomfortable or threatened is not a productive or creative one. Differences of opinion and disagreements are often unavoidable. What is important is that we resolve disagreements and differing views constructively. Always conduct ourselves professionally. Be kind to others. Do not insult or put down others. Harassment and exclusionary behaviour are not acceptable. This includes but is not limited to: threats of violence; discriminatory jokes and language; sharing sexually explicit or violent material; personal insults, especially those using racist or sexist terms; uninvited sexual attention; or, advocating for, or encouraging any of the above behaviour.

5. Personal Relationships at Work

We understand that in the modern workplace, it is common for different types of personal relationships to form and exist amongst colleagues. The nature of the relationships will vary, but may include family relationships, close friendships, romantic relationships, or those of a business, commercial or financial nature. Pro:Direct is a family business, and we recognise that personal relationships amongst employees can bring many benefits that positively shape the organisation's culture and performance. However, it is important that personal relationships do not undermine or negatively impact the application of equality, confidentiality, objectivity, and fairness during day-to-day operations. Inappropriate behaviour linked to a personal relationship may be considered as misconduct and will be managed in line with the company's Disciplinary Policy and Procedure. We ask that personal relationships are declared to an appropriate manager or to the People Team as soon as possible.

6. Equal Employment Opportunity

Pro:Direct welcomes and supports people of all backgrounds and identities. This includes but is not limited to members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class, educational level, colour, immigration status, sex, age, size, family status, political belief, religion and mental and physical ability.

7. Act Lawfully

All employees must protect our company's legality. We should comply with all environmental, safety and fair dealing laws. We are all expected to be ethical and responsible when dealing with our company's finances, products, partnerships, and public image. If any part of this code conflicts with local laws or regulations, only the sections of this code permitted by applicable laws and regulations will apply. Any policies that are specifically applicable to your jurisdiction will take precedence to the extent they conflict with this code.

8. Embrace Diversity

We can find strength in diversity. Different people have different perspectives on issues, and that can be valuable for solving problems or generating new ideas. Being unable to understand why someone holds a viewpoint doesn't mean that they are wrong. Don't forget that we all make mistakes and blaming each other doesn't get us anywhere. Instead, focus on resolving issues and learning from mistakes.

9. Job Duties

All employees should fulfil their job duties as outlined in their role profile with integrity and respect toward managers and fellow colleagues, as well as customers and social community. Line managers should not abuse their authority. They are expected to delegate duties to team members considering their competencies and workload. Likewise, we expect team members to follow management directives and complete their duties accordingly.

10. Policies

All employees should read and follow our company policies. If you have any questions, you should ask your line manager or a member of The People Team.

11. Health & Safety

Pro:Direct takes health and safety seriously and is committed to complying with environmental, health and safety laws and regulations in the workplace.

12. Communications

All employees should take care to ensure that all business records and communications (including email, text messages, instant messages, and social media posts) are clear and accurate. Please remember that your business communications may be shared or become public. Potential risks from inaccurate or misleading statements include but are not limited to, claims of false advertising, misinterpretation, and breach of contract.

13. Personal Appearance

Whilst the company dress code is casual, we are required to dress appropriately for the workplace. Employees based in the Warehouse must abide by the standards as expected in the Uniform Policy.