

Supplier Code of Conduct

This Supplier Code of Conduct sets out the standards our suppliers are expected to adopt in relation to managing working conditions and their environmental impacts. It is FirstGroup plc's policy to conduct every aspect of our business with honesty, integrity and openness, respecting human rights and the interests of our employees, customers and third parties as set out in our Code of Business Ethics. We expect our suppliers to adopt similar standards.

Our requirements for supplier business conduct are set out below.

Labour Practices

Employment to be Freely Chosen

Forced, bonded or compulsory labour must not be used. Employees should be free to leave employment at any time after reasonable notice. Employees should not be required to lodge identity papers or other valuable items with their employer, on an indefinite basis.

Freedom of Association

In line with local laws employers must recognise the rights of employees to choose whether or not to be represented by a trade union and to organise and engage in union activities. Where workers' representation and collective bargaining are restricted by law, employers should facilitate open communication and direct engagement between workers and management to ensure that workers' rights, needs and views can be considered and acted upon.

Child Labour Avoidance

No person shall be employed who is under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is the greatest. Young people under the age of 18 shall not be employed in hazardous conditions or work that could affect their personal development.

Working Hours

Working hours should not exceed the standards set in local law and should not be excessive. . Workers should be allowed at least one day off per seven-day week.

Wages and Benefits

Employees' employment conditions should be clearly communicated to them. Employees should be fairly and reasonably paid in line with applicable wage laws relating to minimum wages, overtime hours and legally mandated benefits. Workers should be paid in a timely manner documented via pay slips or similar.

Non Discrimination

There shall be no discrimination in hiring and employment practices such as promotions, rewards or access to training. Employees should not be discriminated against on the basis of race, caste, national origin, religion, age, gender, marital status, sexual orientation, union membership or political affiliation.

Humane Treatment

There shall be no harsh or inhumane treatment of workers such as verbal or physical abuse. Disciplinary procedures should be clearly defined and communicated to workers.

Health and Safety

Occupational Safety

Workers should be provided with safe and hygienic working conditions. Appropriate steps shall be taken to prevent accidents and injury to health through control of hazards in the workplace. Where hazards cannot be controlled appropriate, well-maintained personal protective equipment shall be provided. Workers shall receive regular, recorded health and safety training. Workers shall be encouraged to raise safety concerns with their employer.

Emergency Preparedness

Emergency and response procedures should be in place setting out clearly the action to be taken in the event of an emergency. Appropriate fire detection equipment, suppression equipment and adequate exit facilities and recovery plans should be in place.

Occupational Injury and Illness

Procedures should be in place for preventing, managing, tracking and reporting occupational injury and illness.

Housing

Where worker's accommodation is provided it must be maintained in a clean and safe condition with appropriate facilities to meet the basic needs of the workers such as adequate water, heat and ventilation and reasonable personal space.

Environment

Environmental Permits and Reporting

Operations must maintain all the appropriate environmental permits and approval.

Environmental Management

Appropriate management, operational and process controls should be in place to minimise the release of harmful emissions to the environment. Operations should maintain and test appropriate spill response procedures.