

The logo for Hexis, featuring the word "Hexis" in a bold, sans-serif font. The letter "i" is green and has a small green hexagon above it. The logo is set against a white background that is part of a larger graphic overlay.

# Hexis

A green horizontal banner with the text "CODE OF CONDUCT" in white, uppercase, sans-serif font.

CODE OF CONDUCT

A photograph of a modern brick building with a glass entrance. The building is labeled "Energy Skills Centre". The foreground shows a paved area and a patch of grass. The sky is overcast.

Energy Skills Centre

# [ INTRODUCTION ]

Hexis is a new company, but the leadership team have over 20 years of proud heritage, in which we have carefully built a reputation for consistently delivering excellence.

Our values encapsulate the behaviors which must be second nature to us as we focus on delivering on promises, developing full potential, and doing the right thing. We must be 100% committed to always acting ethically and with integrity.

It is not a job for others - we are each

personally responsible for our own behaviour. Demonstrating commitment to our values means much more than following a set of compulsory procedures, we must understand their very essence.

We must always act with the highest ethical standards in all our relationships and dealings and never accept, or excuse, behavior which is inconsistent with our values and Code of Business Conduct.

All who work for us, or under our direction, should adopt the same behaviors and any suspected or actual breaches must be reported with confidence in our Leadership Team's commitment to support anyone making such reports.

If something doesn't feel right, it probably isn't, so we must all know what to do if we are to create a successful and sustainable business for the long term, trusted by our customers, our partners, and our colleagues.

We all have a responsibility to act in a professional manner. We must:

Treat others with respect.

Avoid any involvement in acts we know to be illegal, unethical, or otherwise improper.

Have a practical working knowledge of the laws, regulations and Hexis policies and procedures (including this Code) affecting our responsibilities and seek training on such where required.

Act as ambassadors for Hexis in all interactions

Support our commitments to health, safety, security, the environment and

sustainability.

Seek guidance from our manager when in doubt about our responsibilities or how to apply this Code in specific situations.

Recognise that this Code cannot cater for every scenario but is designed to help and promote the use of our judgment to do the right thing.

Avoid conflicts of interest.

Report possible violations of law, regulation, or this Code or any other Hexis procedure in accordance with the 'Upholding the Code' section of this Code.



RESPONSIBILITY



INNOVATION

As a company that continues to grow, we must encourage innovation at every level this not only provides us with efficiencies but also puts us ahead of our competitors.

Trialing new approaches to services and products ensures a constant focus on serving the needs of a customer. This helps build a dedicated market base and ensures Hexis stays responsive to the customers' demands.

Innovation brings out the creativity of employees and lateral thinking, the encouragement to creative individuals for innovation can provide great benefits for the company's goals.

We must encourage individuals to innovate and reward intrapreneurship in the workplace.

The leadership teams must trust employees to innovate within their field of expertise and encourage and support them to reach their goal.

We must actively imbed the idea that innovation is part of everyone's role.

The incentive should be consistent to improve in our day-to-day activities through innovation.



The Managing Director oversees and has responsibility for this Code, its implementation and ethical awareness throughout Hexis.

If you have any questions on ethical matters or are looking for advice, you should contact your line manager or HR representative Reporting potential, suspected or actual breaches of the law or the Code Our Human Resources procedures should be followed for employment-related questions and grievances. These can be found in the Conex Library. You may use those in the first instance if you believe you have not been treated in accordance with Hexis policies or procedures, including the Code. While we strive to resolve matters internally,

nothing in this Code or any other Hexis policy or procedure should be interpreted to prohibit an employee from reporting, at any time, suspected unlawful conduct to government authorities.

We always take allegations seriously, and Hexis will make every effort to ensure the identity of the person making the report is kept confidential. However, you should be aware that, in certain circumstances, we may be obliged to report a matter to the appropriate authorities.

We must:

Comply with the standards of this Code.

Speak up as soon as we become aware of potential, suspected or actual breaches of the law or this Code.

We must all target goals, this is the only way we can measure performance.

Goals should be set that are achievable and as such shall be supported with sufficient training to achieve this.

Every employee has the right to suggest their own targets and set their own pace as to which they believe they can achieve.

Everyone should be set goals based upon their division for example a sales role would set a goal to achieve a new customer at intervals, a technician would have a goal to achieve a level of training and so on.

We must:

Endeavour to continue training regardless of position held.

Always aim to improve in all aspects of the work we cover.

Support innovation from others and be open to intrapreneurship.

We will reward goals that are met.

We must not punish employees for not reaching their target/goals but encourage to improve.

We must not force others to target goals that are out of reach.



We must encourage teamwork and cooperative working amongst us employees.

Teamwork is a detrimental active within a workplace that consist of many divisions.

As such we should follow these rules to ensure that teamwork is consistent and not effected by personal activities.

We must help where possible each team member achieve their goals.

We must in no way disrupt a team member from their goals or activities to complete their work.

We must encourage positive behavior

and where achievements have been made, we should applaud the individual.

We shall not disrupt other teams as these to make the complete team "the company".

Milestones completed by a team shall be applauded.

Each team member must have a level of commitment to the team goal and be set to achieve that goal as a team and not an individual.

Each team member is encouraged to trust one another as a good functioning team is built on trust.

Our customers and our relationship with them underpin our success. By consistently delivering excellence, we want to be the most trusted partner of our customers. We also have relationships with many business partners (including suppliers, agents, consultants, lenders, joint venture partners) which contribute to the long-term success of Hexis.

We must ensure fair dealing in all our interactions with our business partners.

Our agents, sponsors and consultants act as our representatives. They must be chosen with care and their activities documented and monitored.

We must act responsibly towards our

customers and other business partners always and conduct fair and honest relationships with high ethical standards.

Listen, understand, and respond to our customers and other business partners and have clear, agreed upon expectations.

Ensure the data and information of our customers and other business partners is treated appropriately and always has the appropriate security.

Seek any improper advantage in our relationship with our customers or other business partners through the misuse, concealing or misrepresentation of information or any other unfair dealing practice.



## TRUST



We must act responsibly both internally and externally.

Internally we must provide a transparent environment where we are all aware of the goals but that we reach them in a fair and satisfactory way.

Externally (suppliers / clients) we must be honest and have a relationship built upon trust.

We must not in any case receive, send gifts or any other form of financial or beneficial reward to the result of receiving something in return such as contracts / goods with the intention of being unfair.

We must always conform to Hexis anti bribery policy.

We must encourage trust within the workplace by allowing individual to "own" their day allowing them to complete their work in their manner.

We must trust that each individual has the company's interest.

We must be honest and support each other without hiding information that will enable each other to progress.

We must trust each other with information that allows us all to complete our goals.

Coaching is imperative to achieve long term goals and we must appreciate this goes on daily in every workplace. There must always be a coach and a delegate and in some cases multiple delegates, the "training" may be for a short period such as 5 minutes or matter of intermediate "coaching" over a longer period.

It can provide us all with information not previously known but also provide a boost when tasked with a problem that someone has previously tackled.

We must use the information and lessons previously learnt to share with each other to achieve proactiveness.

Whilst coaching we must understand the level of the delegate and where improvements can be constructively made.

We must never assume that everyone is at a level but observe to understand the current stage in which there at.

We must as delegates appreciate that the coach is there to help us achieve a better understand within the chosen field and must give them the attention that is expected.

We must aim to recognize when coaching is needed and not be intimidated to ask coaching.

## COACHING

