

## ETHICAL CODE OF CONDUCT STATEMENT

## Introduction

Richardson is committed to conducting business with the highest level of integrity, honesty, and professionalism. This code of conduct outlines the ethical principles and standards that guide our operations and govern the behaviour of all employees, subcontractors, and representatives. Our focus on ethical behaviour extends to all aspects of our business, from our interactions with customers to our environmental practices.

## Core Values

- **Honesty and Integrity:** We are committed to conducting business with complete transparency, fairness, and truthfulness. We will avoid any deceptive practices or misrepresentations.
- **Customer Focus:** We prioritize our customers' satisfaction by delivering exceptional service, quality workmanship, and reliable solutions.
- **Professionalism:** We maintain the highest standards of professionalism in all interactions, both internally and externally. This includes respectful communication, appropriate attire, and a strong work ethic.
- **Quality Craftsmanship:** We are dedicated to delivering superior roofing solutions through skilled workmanship and the use of high-quality materials.
- **Safety and Compliance:** We prioritize the safety of our employees, customers, and the public by adhering to all applicable safety regulations and industry standards.
- **Environmental Responsibility:** We are committed to minimizing our environmental impact through sustainable practices and responsible disposal of materials.

## Ethical Conduct

- **Fair Business Practices:** We engage in fair and competitive business practices, avoiding any anti-competitive behaviour, price gouging, or unfair trade practices.
- **Accurate Representation:** We accurately represent our services, products, warranties, and pricing. We avoid misleading or deceptive advertising and sales tactics.
- **Confidentiality:** We protect the confidentiality of our customers' personal information, financial data, and proprietary business information.
- **Conflict of Interest:** We avoid situations that create a conflict between our personal interests and our professional responsibilities.

- **Fair Compensation:** We compensate our employees fairly and in compliance with all applicable labor laws. We provide a safe and respectful work environment.
- **Subcontractor Relations:** We select subcontractors based on their qualifications, reliability, and adherence to our ethical standards. We maintain fair and professional relationships with subcontractors.
- **Community Involvement:** We are active and responsible members of the communities we serve, contributing to their well-being through charitable giving, volunteerism, and support of local businesses.

### Specific Behavioural Expectations

- **Respect:** We treat all individuals with respect, regardless of their position, background, or beliefs.
- **Communication:** We communicate openly, honestly, and respectfully with customers, employees, subcontractors, and other stakeholders.
- **Teamwork:** We collaborate effectively with our team members to achieve common goals.
- **Problem-Solving:** We approach challenges with a positive and solution-oriented mindset.
- **Professional Development:** We are committed to ongoing learning and professional growth to enhance our skills and knowledge.

### Compliance and Enforcement

All employees, subcontractors, and representatives are expected to adhere to this code of conduct. Violations of this code may result in disciplinary action, up to and including termination of employment or business relationship. We encourage employees to report any suspected violations of this code to H&S Department.

By embracing these ethical principles and behavioural expectations, Richardson strives to build a strong reputation for integrity, professionalism, and customer satisfaction.

Signed:

*Edmond Disha*

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SHE Director

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