



## ETHICAL TRADING AND WORKING POLICY

NWH Group Limited  
Reviewed- January 2026

---

### Introduction

This policy outlines NWH Group's commitment to ethical trading and working practices. It is designed to ensure that all business activities are conducted in a manner that is ethical, responsible, and in compliance with all relevant laws and regulations.

### Commitment to Ethical Practices:

- **Customer Satisfaction:** We are dedicated to satisfying our customers, stakeholders, and interested parties, striving to meet and exceed their expectations in all aspects of our ethical trading and working practices.
- **Compliance with Laws and Regulations:** We commit to complying with all legal obligations, codes of practice, and other requirements applicable to our activities, particularly those related to ethical trading, employee rights, and fair working conditions.
- **Promotion of Fair and Safe Working Conditions:** We are committed to reducing hazards, preventing injury and ill health, and ensuring the protection and fair treatment of all our employees.
- **Resource Allocation:** Adequate resources, including equipment, trained and competent staff, will be provided to ensure these ethical objectives are met.
- **Employee Awareness:** All employees will be made aware of their individual obligations in respect of this ethical trading and working policy.

### Management and Improvement:

- **Management System:** We will maintain a management system that achieves these objectives and seeks continual improvement in the effectiveness and performance of our ethical practices, based on risk assessment and management.

| Document Title                     | Issue No | IMS Ref |
|------------------------------------|----------|---------|
| ETHICAL TRADING AND WORKING POLICY | 14       | P 20    |



## ETHICAL TRADING AND WORKING POLICY

- **Framework for Objectives and Targets:** This policy provides a framework for setting, monitoring, reviewing, and achieving our ethical objectives, programmes, and targets.
- **Employee Training:** To ensure effective customer service and ethical practices, all employees will receive training to ensure awareness and understanding of ethical trading and working practices.
- **Regular Reviews and Audits:** To maintain our commitment to continuous improvement, this policy and its effectiveness will be regularly reviewed by Senior Management. The policy is subject to both internal and external annual audits.

### Conclusion

NWH Group is dedicated to upholding the highest standards of ethical trading and working practices. This policy will be reviewed and updated as necessary to ensure it remains effective and relevant to our business operations and objectives.

Signed:

Date: 15/01/2025

Gavin Money

Managing Director

| Document Title                     | Issue No | IMS Ref |
|------------------------------------|----------|---------|
| ETHICAL TRADING AND WORKING POLICY | 14       | P 20    |