

# Sky Ways of Working

## Honesty

- Be honest - never seek, offer or accept bribes or other inducements
- Behave with integrity – do not seek gain for yourself or for a third party by misusing your position or contacts within Sky
- Avoid potential conflicts of interest that may lead to divided personal loyalties - such as accepting gifts or hospitality when awarding work to suppliers. Always seek advice from your manager if you are unsure about what is, or is not, appropriate

## Behaviour towards others

- Treat everyone equally and fairly, with respect and without prejudice
- Never tolerate bullying or any type of harassment
- Never tolerate discrimination against people based on factors such as ethnicity, gender, age, religion, disability or sexual orientation
- Never tolerate racist, sexist, homophobic or other inappropriate behaviour or be complicit in supporting such behaviour by turning a blind eye to it

## Behaviour towards customers

- Always treat our customers with respect
- Provide truthful, helpful and accurate information when dealing with our products and services
- Provide dissatisfied customers with information and contact details to make a complaint if they wish to

## Behaviour towards suppliers

- Deal with suppliers in a transparent and equal way, fostering competition whenever possible
- Follow procurement procedures to ensure we receive services and products under the best possible conditions, awarding business on merit
- Require suppliers to meet appropriate social and environmental standards in their businesses and to comply with existing legislation and regulations

## Responsibility to the community

- Remember that you work in a community - to find out more about Sky's work in the community and how you can participate, visit **The Bigger Picture** website
- Be aware of environmental impacts – at Sky we are committed to playing our part in helping to tackle climate change; we take our environmental responsibilities seriously. To ensure that we take steps to minimise our impact and comply with all relevant legislation, please seek advice from the **Environment section of The Bigger Picture website**

## **Protection and management of company information and assets**

- Keep any personal information you have access to confidential and secure – whether relating to customers or employees
- Refuse to tolerate illicit, illegal, or fraudulent activities
- Preserve and safeguard Sky property - use the same caution and care you would if it were your own property
- Use company assets appropriately – use company assets (such as computers, credit cards, intellectual property) efficiently and only for the business purposes for which they are made available

## **Health and safety**

- Adhere to the rules on health and safety so you never put yourself or others in danger

## **Dealing with the media, regulators and government**

- Always seek advice when dealing with the media, regulators, government or other external bodies

## **Where to get advice**

There can be times when, as individuals, we're faced with a situation that we're not sure reflects these principles. It might be something a bit uncomfortable, where people think 'well, no one will ever know', 'everyone does it' or 'it doesn't matter how it gets done, as long as it gets done'. If you're unsure about whether an action or decision complies with our Ways of Working, ask yourself these questions:

- Are my intended actions legal?
- Am I being fair and honest?
- Will my action stand the test of time?
- How will I feel about it afterwards?
- Could I justify it to my family?

If you are still unsure then talk to your line manager and check further policy documents under the Guidelines & Policies A-Z section on the People Portal. Please also remember that if you have a concern about something you have observed at work that you believe is contrary to these principles then contact a member of the Executive team or call our confidential helpline on **08000 323 111**.