

Diagno Pest Control Employer Policy

(Last Updated: 26th November, 2022)

Introduction

As an employee within Diagno Pest Control you are expected to maintain the highest standards of conduct and act with integrity at all times. Customers and shareholders rightly expect nothing less. This Code of Conduct, alongside our policies and procedures, sets out our company standards. It outlines responsibilities to employees, to customers and to the company – how you should act in connection with your role in Diagno Pest Control. It is important that you understand what these responsibilities are and ensure that you and other employees act within both the spirit and the letter of them at all times.

Achieving the highest standard of business conduct is integral to our long term success as an employer, and company. In providing this code we undertake to all employee that no-one will be penalized for any impact, including the loss of business, which may result from adherence to these standards of conduct.

Our Company - Diagno Pest Control

Diagno Pest Control has years of experience helping Philadelphia, Pennsylvania stay pest free. Our pest management technicians are extensively trained but the real secret is our training never stops. We're continuously attending workshops and seminars to comprehend the most recent developments in the specialty. We regularly, do research on new products and methods to see if it will enhance the services we provide to our Philadelphia, PA clients.

The services provided include:

- Pest control services, eliminating pests from the houses and businesses of our Philadelphia, Pennsylvania customers, and
- To lessen the harm that insects and wildlife can cause to your house.

This Code of Conduct provides the basic foundations that help guide our ethical conduct, setting the highest standards of behavior and respecting the human rights of others. All pest management technicians within Diagno Pest Control are expected to follow this code. The code establishes those principles of business conduct, linked to the shared values, which

sets Diagno Pest Control apart as a good company to work for and as a supplier of top quality services to customers in Philadelphia, PA.

The code is not meant to replace detailed policies but is a statement of our principles in a number of important areas. Some group policies lay down absolute standards and others give guidance indicating a framework within which businesses must set their own individual operating procedures which will be communicated directly to you as they affect the performance of your job.

Violations of the code or laws and regulations may subject employees to disciplinary action including termination of employment. The code is intended to give guidance on common legal or ethical issues – it is not intended to describe every law and policy that might apply to you.

Diagno Pest Control believes it is our responsibility to:

- Meet or exceed the standards we have promised our customers.
- Treat customer property with careful respect and discretion.
- Inform customers when, where and why pesticides are needed on their property.
- Abide by all industry laws and regulations.
- Provide effective, economical, and safe Integrated Pest Management, conscious of our role in protecting the environment.
- Hire high quality individuals who display exceptional skills and abilities, are drug tested, go through criminal back ground checks, continue their industry education and training throughout their employment, and are willing and able to sign their own code of ethics.
- Provide adequate wages and benefits in order for employees to maintain a reasonable standard of living.
- Advertise honestly without misleading statements or fraudulent practices.
- Encourage positive networking among small business within our community and not disparage other companies.
- We set the highest standard of business conduct at all times.
- We have policies and procedures which are fully aligned to our values of Service, Relationships and Teamwork.
- Give back to the community.

Responsibilities to customers

Code of Ethics

Diagno Pest Control believes that long-term business relationships are built by being committed to ensuring that business is always conducted honestly, openly and with

Diagnopest Employer Policy

integrity. The reputation and success of the company is dependent on the behavior of all our pest management technicians. It is expected that everyone adheres to the highest standards in all aspects of their work and business relationships. Ethical principles, embedded within the company's Code of Ethics published on the company's website, underpin the company's corporate policies and standards which help to deliver a positive experience to customers and shareholders. The principles in the company's Code of Ethics are explained in this Code of Conduct.

Service performance

Diagno Pest Control is in business to deliver Pest Control services to its customers. It is committed to delivering that service not just to meet customers' expectations, but to exceed them. The company is committed to having in place measurement systems to monitor its service delivery performance.

Respecting contracts

Diagno Pest Control commits to contractual arrangements with its customers, and its employees. It is critical that all duties and obligations contained in those contracts are carried out in order to preserve the company's commercial success and maintain its reputation.

Competition

Diagno Pest Control expects all of its businesses to compete in the marketplace in a manner that is lawful and ethical. Most countries have laws prohibiting anti-competitive behavior. These laws apply to everyone in the course of their work. Breaking competition laws and regulations can have serious consequences for the employee concerned, and the Diagno Pest Control Company as a whole. Employees must not engage in any contacts with competitors where prices, markets or customers are discussed. They must ensure that any meetings held with competitors are for a lawful purpose such as trade association meetings to discuss legitimate issues affecting the industry as a whole. Employees should obtain permission from their managing director before attending any meetings with competitors, understand what can and cannot be discussed, and read the company's legal guidance on competition/antitrust law.

Gifts, bribes and inducements

An employee must never accept anything of value which could be described as an inducement or which could result in him or her not acting objectively or effectively. Giving or accepting bribes is unacceptable and constitutes misconduct which could result in severe disciplinary sanctions, including dismissal as well as criminal proceedings. The giving and receiving of gifts and entertainments in the ordinary course of business including meals of

reasonable cost is generally acceptable provided such gifts do not lead to a sense of obligation or affect judgment on the part of the recipient. The giving and receiving of promotional items of nominal value is acceptable. If an employee is unsure whether the giving or receiving of a gift is acceptable he or she must consult with and seek the approval of their manager before offering or accepting the gift. The giving or receiving of gifts and hospitality must be properly recorded in accordance with group policy. Employees must never offer, give, accept or receive, directly or indirectly, a bribe in any form. In addition, any agent or other third party must not offer, give, accept or receive a bribe on the company's behalf. If in doubt, discuss the matter with the company.

Facilitation payments

Diagno Pest Control does not pay 'facilitation payments' for the performance of some routine governmental actions. All such payments should be avoided as these payments, although small, are illegal bribes. There may be rare exceptions, usually in an emergency situation where such payments are required, such as if an employee's safety is threatened. If feasible seek advice before considering making such a payment, or if not feasible, then report the matter to an appropriate personnel immediately afterwards. In all cases when requested, ask the person demanding the payment for a written receipt. This is likely to deter local officials from demanding inappropriate or unlawful payments.

Responsibilities to the company

Honesty and integrity

All employees must exercise honesty and diligence in performing their duties and undertaking their responsibilities. We seek to outperform our competition firmly, fairly and honestly. We seek competitive advantages through superior performance, never through unethical or illegal business practices. Diagno Pest Control encourages an open and honest culture and will not tolerate acts of fraud or dishonesty. All employees must conduct themselves honestly and seek to avoid even the appearance of improper behavior. All employees must maintain the highest standards of integrity, morality and competence and not act in a manner that could discredit the company, respecting the human rights of others. To maintain the company's valuable reputation all employees are expected to maintain the highest standards in all their dealings. At all times employees are working, they are ambassadors of the company and as such should act appropriately and with integrity. For example, services must not be "oversold" and customers should not be misled, just to obtain a sale.

Loyalty

All employees should be loyal in all matters affecting the company, including matters relating to customers and others with whom the company has a commercial relationship. The company's values of Service, Relationships and Teamwork promote a culture where mutual respect and individual growth are key ingredients to our success.

Confidentiality and inside information

Employees must not use the company's confidential information in an inappropriate manner, either for personal gain, or to provide an unfair advantage to a third party. All non-public information about the company is confidential information and should not be discussed or disclosed in any way to any external parties. This confidential information includes details of the way the company operates its services and details of customers and suppliers.

Fraud

Diagno Pest Control is committed to preventing fraud and corruption and to developing an appropriate anti-fraud culture. The company has a zero tolerance to fraudulent and/or corrupt behavior. Losses to the company due to fraud, bribery and other corrupt business practices can be more than just financial in nature; they can potentially seriously damage the company's reputation as well as expose individuals and the company to legal proceedings. No employee should knowingly permit the carrying out of any corrupt or fraudulent act by a business or another employee in connection with the running of a Diagno Pest Control business that is considered to be corrupt, either under relevant law or by reference to this code.

Any conduct that could potentially be corrupt, unethical or illegal or conduct that is considered not good practice or in breach of a relevant law will result in an investigation that could result in disciplinary action being taken against the offending party that may result in dismissal.

Money laundering

All employees must guard against money laundering. Money laundering is the process whereby criminals attempt to hide or disguise the true origin and ownership of the proceeds of their criminal activities, thereby avoiding prosecution, conviction and confiscation of the criminal funds. "Tipping off" anyone who may be attempting to commit a crime under the money laundering rules can also be a criminal offence. Money laundering crimes can result in an employee personally being subject to criminal sanctions and company disciplinary measures.

Conflict of interest

Employees must not enter into any activity that may result in a conflict of interest with their business or the company as a whole. A conflict of interest exists when an employee's private interests interfere in any way with the interests of the company.

For example a conflict of interest will arise when:

- An employee acts in a way or has interests that may make it difficult to perform his or her company work objectively and effectively.
- An employee, or members of his or her family, receives improper personal benefits as a result of his or her position in the company.
- An employee works simultaneously for a competitor, customer or supplier in any capacity.
- An employee has any external relationship that influences their ability to make the right decisions.

An employee that becomes aware of a conflict of interest or a potential conflict of interest must bring it to the attention of higher levels of management immediately.

Environment

All employees must respect the environment in all work-related activities, whether or not on the company's property. Environmental protection is an integral part of the company's global operational business strategy and the actions of all employees must be a part of the solution and not a part of the problem.

Emissions to air, ground and water as well as odor and noise can create problems for the company's neighbors and the wider environment. Sound waste management and careful use of material resources and energy are both environmentally and economically sensible. The company will strive to use material resources in an effective way and minimize the use of energy, emissions to air, ground and water and creation of waste and manage unavoidable waste in an environmentally considerate manner wherever possible.

The company will comply with all environmental laws and regulations. It will also publicly report, at least annually, its performance against key performance indicators such as water usage and CO₂ emissions. The company expects all employees to play a role in protecting the environment. Should any employee become aware of, or suspect, a violation of environmental laws or the company's principles the matter should be reported immediately either to their manager or through the routes described at the end of this code.

The company will strive to ensure that in developing the materials and products that are required to deliver a service to our customers, we will continually seek to identify methods and materials that have a reduced adverse impact on the environment or the consumption of scarce resources than the methods and materials they replaced.

Community involvement

Diagno Pest Control facilitates where possible the involvement of employees in the cultural, educational and social development of the communities in which the company operates and its employees live. The company encourages charitable giving, particularly where its employees take an active role and has a policy for providing a matching contribution in accordance with this policy.

Using company assets

All company assets, whether physical or intangible, must only be used for legitimate and authorized business purposes. Theft, carelessness and waste have a direct impact on the company's profitability and any suspected incidence of fraud or theft must be reported immediately for investigation.

The obligation of all employees to protect the company's assets includes its proprietary information. Proprietary information includes such things as trade secrets, patents, trademarks and copyright material such as operating manuals and other procedural documents, as well as other business and marketing material, ideas, designs, databases, records or any unpublished financial data and reports. A considerable proportion of the value of the group is represented by intellectual property rights and all employees have a responsibility to protect these important assets.

Drug and alcohol abuse

Substance abuse can have devastating consequences on individuals, on the workplace and on the performance of an employee's role within the company. The use or possession of any illegal substance on Diagno Pest Control sites or while representing the company is strictly forbidden and will be the subject of disciplinary action if discovered. The company strongly encourages a business environment free of alcohol, however, the use of moderate consumption of alcohol for internal or external events in accordance with local customs and practices is permitted when appropriately authorized.

Compliance

All employees are required to obey the law, both in letter and in spirit. This is the foundation on which the company's ethical standards are built. Employees must respect and obey the laws wherever they operate and must seek advice or additional training if they are uncertain of how they apply to their role.

It is important that all employees understand the laws affecting the business they are involved with, and must abide by them as there are serious consequences for any violations. If an employee believes that something they are doing or are asked to do is against the law, they should speak to their manager who will, if necessary, take legal advice. If an employee wishes to report something confidentially they can do so – see the section on advice and reporting concerns at the end of this code. The company will not hold management accountable for any loss of business resulting from compliance with law or the company's policies, and will ensure no employee suffers as a consequence of reporting a breach or suspected breach.

Resolving ethical dilemmas

Advice and reporting concerns Ethical behavior and decision making extends beyond legal requirements and as such requires employees to exercise judgment and accept personal responsibility. Employees are encouraged to seek help or engage others in dialogue and debate to identify the best course of action.

When faced with an ethical dilemma, begin by asking yourself the following questions:

- Do my intended actions comply with relevant laws and regulations?
- Do my intended actions reflect the company's values?
- Do my intended actions follow the ethical principles in the Diagno Pest Control Code of Conduct?
- If reported in the newspaper, would my intended actions be viewed positively?
- Would I be happy if my intended actions were done to me or a loved one?
- Would I and those I respect be proud of my intended actions both now and in the future?

There is always someone who can help any employee when assistance is required with ethical concerns. Your concerns will be taken seriously and addressed in a thorough and professional manner. When potential misconduct is reported, we will investigate and take appropriate action.

The company operates a confidential reporting process which allows employees to raise concerns internally to independent senior management at Diagno Pest Control plc. The contact details is available to all employees at all locations.

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Email: info@diagnopest.com

Phone: (215) 941-6300

Diagnopest Employer Policy