

Code of Conduct

What is code of conduct within the workplace?

Our code of conduct lays out the ProCook Group plc expectations and guiding principles for appropriate workplace behaviour. As colleagues, following the company's policies and always keeping within the law, will help ensure we do our best for both our customers and ourselves.

Acceptable behaviour:

We aim to have an inclusive culture whereby everyone feels welcome, and within this we ask that everyone is mindful in not making inappropriate comments or jokes that may be offensive to others. We will not tolerate abuse or unacceptable behaviour within the workplace whether it be towards employees or customers. Any colleague found to have participated in such behaviour may face disciplinary action and potentially dismissal.

Our values:

Our company values reflect the principles upon which we have always worked, and together with our purpose – *to bring joy to every day cooking*, they provide a North Star for the way we operate and behave. We expect all colleagues to understand and demonstrate our values in their day to day roles at work:

- Always do the right thing
- Obsessed with quality
- Focused on value
- Create a great place to work
- Care for our community and planet
- Build a better business

Equal opportunities:

We value all colleague's contributions to the business irrespective of age, sex, disability, sexual orientation, race, colour, ethnic origin, or political beliefs. We also try to work in a way that supports each individual's circumstances.

We support flexible working and will consider job-shares, part-time working and flexible working requests.

GDPR:

We must ensure that all information kept about colleagues and customers is held securely and handled responsibly in-line with our data protection agreements. If your role involves collecting customer or colleague data you must ensure it is relevant, accurate and kept no longer than necessary. All data must be secure and be used for the purpose it was lawfully intended. For more information speak to your manager.

Social media:

ProCook has a number of different social media accounts we operate to promote the brand and its products, and we encourage all colleague to follow and engage with these. We have clear guidelines around your behaviour online as a colleague which we ask you to follow and respect. In particular we ask that no individual media accounts are set up under the ProCook name, and that you do not post information or comments that would bring the company into disrepute or be detrimental to the brand image.

Fraud, bribery and corruption:

Any act of fraud, bribery, or corruption will be treated extremely seriously and you should report any activity that is encouraging you to participate in such acts immediately.

Responsible use of IT:

All company property must be used appropriately and securely. You must ensure that important business information is protected, and that passwords are never shared. If you see something that you believe is not right, we encourage you to speak up in the first instance to your manager. If you prefer to remain anonymous or your manager is in breach of the code themselves you can contact us via our confidential whistleblowing email on speakup@procook.co.uk.

Right to work:

As a company we are required to make right to work checks, and any colleague who has a visa with limited leave to remain will be checked every 12 months. If you have presented a document with limited leave, it is your responsibility to ensure that it does not expire.

Shopping:

If you are purchasing ProCook products for yourself, another member of staff must serve you and we request you keep a receipt for proof of purchase. Similarly, friends and relatives should be served by another team member. For all staff purchases an email address and/or name must be logged on the transaction at the time of purchase.

This policy applies to employees at all levels of the company.

Working time regulations:

This legislation is in place to protect the health and safety of all employees. If you are 18 and above, then you may not exceed an average of 48 hours per week over a 52 week period. If you are likely to be working more than this, you will need to sign an opt-out agreement.

Young workers:

If you are under 18 years of age you may not exceed 40 hours in any week or 8 hours a day. Please ask your manager for the Young Workers checklist for full details.

Solving problems:

We recognise that problems do arise at work, in most cases managers can help resolve these issues informally, by listening and discussing resolutions. If issues cannot be resolved informally, we have a formal grievance procedure – speak to your manager or the People team for confidential advice.

Disciplinary procedures:

We have a formal disciplinary procedure which is our way of letting an employee know that their performance or conduct is not up to an acceptable level. Any colleague who has been disciplined has the right to appeal.

Gross misconduct:

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice. We do not need to issue any previous warnings. It is not possible to provide an exhaustive list of examples of gross misconduct, however any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence to continue the employment relationship will constitute gross misconduct.

Examples of gross misconduct include:

- Theft or fraud
- Physical violence, verbal abuse and bullying (including cyber bullying)
- Deliberate damage to property
- Deliberate acts of unlawful discrimination or harassment
- Possession and/or under the influence of alcohol/drugs
- Breach of health and safety
- Undertaking private work on company premises without prior authorisation
- Unauthorised release of technical, commercial, financial or other information which could lead to competitor gain

These are examples and do not form an exhaustive list.

Approved by the Board of Directors

18 June 2026