



NEXT-UP LIMITED - OUR BUSINESS VALUES

Next-Up helps the 50+ generation to use their skills in new ways before and after retirement. We do this through workshops, coaching and an online platform and other services. We are global in relevance and reach.

At Next-Up we focus on delivering tangible results to our clients, corporates and individuals. To do that we want long term relationships with our clients – and the way we carry out our business is fundamental to achieving this. These business values ensure that employees, clients and suppliers understand what to expect from working with Next-Up

1. Deliver first class service

We think about the problem and service from the clients' point of view. Will the work achieve success for the client? How is the work presented? Is it easy to take in quickly? Is it what was requested? Can paperwork be reduced? Is it jargon-free? Are deadlines met - if not, has the client been forewarned?

We expect to

- Focus effort on those activities which will produce the tangible results for our clients
- Be efficient – on time and accurate
- Anticipate client needs
- Offer solutions to problems (avoiding the “it’s not my job” attitude)
- Be a pleasure to work with
- Present practical and business-like solutions
- Never invoice a surprise
- Ensure all our work is value for money

If we make a mistake, we will put it right at our expense and be open and honest with our client. We will learn what went wrong, discuss this within our business and agree how to ensure it does not happen again.

2. Honest and open in all business activities

All employees must be scrupulous in their business conduct. We must be honest with everyone we deal with, whether colleagues, the Inland Revenue or our clients. We are open with employees about business performance, profit levels and business plans. Any employee can discuss any matter, with anyone, within the business. We will respect all views and comments.

3. Work as a team

We believe that working as a team brings greater results than working individually and also a more enjoyable working life.



4. Aiming high

Everyone in the business should aim high, achieving excellence and a profitable business. We constantly review and evaluate the work we do – internally and with clients – to improve for the next time.

We help individuals to achieve their best through training and development, with a commitment to training every employee. Training is an ongoing process, part of everyday business, and we expect employees to be constantly learning and challenging every activity. We will support all attempts to improve, both formal and informal.

Everyone should expect to achieve their highest potential with us and gain job satisfaction, while business profitability ensures long-term viability. Profits should never, however, be gained at the expense of delivering excellent service.

5. Community Involvement

We believe in supporting our local community and support our employees to do this both through the business and as individuals.

6. Enjoy what we do

We want everyone to enjoy their working life. We believe that if we support and develop our employees this makes Next-Up a great place to work. And this attracts new business and helps to build our reputation of being a first class business.



ENVIRONMENTAL POLICY

This policy sets out how we aim to reduce our environmental impact and how this influences the way in which we deal with our clients, our suppliers and the local community.

Protection of the environment is one of our key responsibilities as a business; it is also an important part of the way in which we do business.

At Next-Up we commit to:

- Complying with all relevant environmental legislation and approved codes of practice
- Protecting the environment by striving to prevent and minimise our contribution to pollution of land, air, and water
- Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources
- Managing and disposing of all waste in a responsible manner
- Providing training for our staff so that we all work in accordance with this policy statement and within an environmentally aware culture
- Regularly update our employees and other significant stakeholders with the environmental impact of our operations
- Developing our processes to ensure that environmental factors are considered
- Monitoring and continuously improving our environmental performance.

The nature of our work means that we do not have a high environmental impact. However, we still endeavour to reduce the environmental impact of our services to the absolute minimum.

We ensure we reduce our environmental impact by:

- Reducing our transportation requirements wherever possible
- Utilising conference call and online communication tools
- Sourcing and buying locally to save fuel costs wherever possible
- Ensuring that all lights and equipment is switched off when not required
- Ensuring that we use water efficiently
- Printing double sided and in mono wherever possible
- Recycling all business waste
- No smoking policy in our office
- Sourcing recycled materials wherever possible
- Working with suppliers that take steps to minimise their own environmental impact

The directors will ensure that our work with the local community involves:

- Supporting both local and national charities
- Encouraging volunteer work in community activities
- Supporting local schools
- Undertaking voluntary business advisory services via professional bodies



EQUALITY, DIVERSITY AND INCLUSION POLICY

Next-Up is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

The organisation - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of customers or the public.

Our policy's purpose

1. Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race (including colour, nationality, and ethnic or national origin)
 - religion or belief
 - sex
 - sexual orientation
3. Oppose and avoid all forms of unlawful discrimination. This includes in:
 - pay and benefits
 - terms and conditions of employment
 - dealing with grievances and discipline
 - dismissal
 - redundancy
 - leave for parents
 - requests for flexible working
 - selection for employment, promotion, training or other developmental opportunities

Our commitments

1. Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense
2. Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and



responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All employees should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

4. Make opportunities for training, development and progress available to all employees, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
5. Make decisions concerning employees being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
6. Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law. Because we are a small business with very loyal employees, we will deliver diversity through partnerships, projects and supply chains.
7. Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.



ETHICAL AND SOCIAL SUSTAINABILITY POLICY

Fair working conditions

In recognition of the importance of providing fair working conditions, Next-Up respects people and recognises fundamental human rights and expects people working and employed by Next-Up to act in the same way.

1. Non-discrimination and Non-harassment

Next-Up does not tolerate acts of discrimination or harassment. In particular, Next-Up does not:

- (1) unlawfully discriminate against anyone based on, for example, race, sex, age, sexual orientation, pregnancy, political affiliation, union membership, marital status, nationality, ethnic background, religion, or disability; or,
- (2) violate a person's dignity by engaging in harassment or abuse (on any grounds or in any form), corporal punishment, mental or physical coercion or threat of any such treatment.

2. Fair and lawful labour practices

Next-Up strives to comply with all local laws and regulations which seek to guarantee the basic rights of worker such as the Modern Slavery Act, instructions of competent authorities or appropriate local industry practices in relation to working conditions including hours, wages and benefits (including minimum wages) and overtime hours.

3. Freedom of association

Next-Up respects the rights of employees in each country in which we operate to associate freely with others, join or not join labour unions, seek representation and join workers' councils in accordance with local laws and regulations.

4. Clearly defined disciplinary policies

Next-Up shall clearly define disciplinary policies and procedures and communicate these policies and procedures to its employees.

HEALTH AND SAFETY

1. Health and safety at work

Next-Up will comply with all laws and regulations applicable to providing a safe and healthy workplace for our employees.

Next-Up protects the health and safety of employees in the workplace by:

- (1) evaluating and controlling potential safety hazards
- (2) providing properly designed and well maintained workplaces and appropriate protective equipment;
- (3) implementing safe work procedures and systems and providing ongoing training and systems designed to prevent, manage, track and report occupational injury and illness; and
- (4) implementing strategies and response procedures for emergency situations and events including evacuation procedures, drills and recovery plans.

2. Sanitation, food

Next-Up will provide employees and any third parties who work at our premises with clean toilet facilities and clean water, and where provided, food preparation and eating facilities will be sanitary.



THE ENVIRONMENT

In order to help society to achieve sustainable development, Next-Up shall adopt its environmental protection policy and strive to reduce the impact of our business on the environment in all aspects of our activities.

ETHICAL AND RESPECTABLE BUSINESS PRACTICES

Next-Up will act with the highest integrity and ethics in all aspects of our activities.

1. Fair dealing

Next-Up will comply with the anti-trust and competition laws of the countries and regions which apply to our operation and will not engage in any acts which will restrict or distort free and fair competition.

In purchasing goods and services, Next-Up will select suppliers impartially and upon fair conditions.

2. Proper advertising

Next-Up shall uphold and comply with applicable standards of advertising and will refrain from knowingly using any misleading or inaccurate advertising.

3. Improper advantage

Next-Up shall not engage in any form of corruption, extortion or embezzlement. Bribes or other means of obtaining undue or improper advantage are not to be offered or accepted.

4. Reporting and recording accurate corporate information

Next-Up shall record and report all necessary information including accounting records promptly and accurately, and retain them properly.

Next-Up shall make accurate and timely disclosure of financial status and information on business operations to shareholders, investors and applicable capital markets to facilitate informed investment decisions in accordance with applicable laws and regulations.

5. Protection of personal information

Next-Up respects the privacy of our customers, business contacts and employees. Next-Up safeguards private information, including personal data, lists of our customers and employees and does not authorise sharing of private information, unless it is done in accordance with local data protection laws and our applicable privacy policies or otherwise with permission, as appropriate.

6. Protection of intellectual property rights

Next-Up shall endeavour to secure, maintain, and expand Next-Up's intellectual property rights (including but not limited to patent rights, trademark rights and copyrights) and Next-Up will respect the intellectual property rights of third parties. Next-Up shall not intentionally infringe the intellectual property rights of others.



SUPPLIER DIVERSITY POLICY

At Next-Up, we are committed to promoting diversity and inclusion throughout all aspects of our operations, including our supplier base. We believe that a diverse supply chain enhances our business performance, fosters innovation, and contributes to the economic growth of the communities in which we operate. This Supplier Diversity Policy outlines our commitment to actively seeking and engaging diverse suppliers, ensuring equal opportunities, and promoting a culture of inclusion in our procurement processes.

Objectives

Our Supplier Diversity Policy aims to:

- Increase the representation of diverse suppliers in our procurement processes
- Foster economic development by supporting small and diverse businesses
- Encourage innovation, competitiveness, and creativity by sourcing from a diverse supplier base
- Promote inclusive business practices and equal opportunities

Definitions

Diverse Suppliers: Businesses that are at least 51% owned, operated, and controlled by individuals who are members of historically disadvantaged or underrepresented groups. This includes, but is not limited to, ethnic minority-owned, women-owned, LGBTQ+-owned and disabled-owned businesses.

Implementation

- **Supplier Identification:** We will actively identify and seek out diverse suppliers for all new business services suppliers at Next-Up
- **Supplier Inception:** We will provide a clear and accessible process for diverse suppliers to register their business details with us. This will include gathering necessary information around diverse ownership and control.
- **Procurement Practices:** We aim to include diverse suppliers in all relevant bidding processes and evaluate bids based on a fair and objective assessment of quality, cost, and ability to meet our requirements.
- **Reporting and Monitoring:** We will establish regular reporting mechanisms to track our progress in supplier diversity and regularly review and evaluate our supplier diversity initiatives to ensure continuous improvement.
- **Accountability:** Our management team will be responsible for implementing and supporting the Supplier Diversity Policy and ensuring its integration into our procurement practices.

Communication and Outreach

- **Internal Communication:** We will communicate our Supplier Diversity Policy and its importance to everyone at Next-Up to foster understanding, engagement, and support.
- **External Communication:** We will actively promote our commitment to supplier diversity to the public, our suppliers, and other stakeholders, emphasising our belief in equal opportunities and the economic benefits of diverse business partnerships including publishing it on our website.
- **Collaboration:** We will collaborate with industry associations, advocacy groups, and community organisations to promote supplier diversity and share best practices where possible.

Compliance and Review

- **Compliance:** All employees involved in procurement activities are expected to adhere to this Supplier Diversity Policy and contribute to its successful implementation.



- **Policy Review:** We will periodically review and update this policy to ensure its effectiveness and alignment with evolving industry best practices and legal requirements.

By implementing this Supplier Diversity Policy, we are committed to creating a more inclusive and equitable business environment, supporting the growth of diverse suppliers, and fostering economic empowerment. Together, we can make a positive impact on our business, our communities, and society as a whole.

Agreement to follow these policies

These policies are fully supported by senior management and have been agreed with employee representatives.