

PayPoint plc

Ethical principles

Objectives

PayPoint is in business to grow economic value for shareholders by providing convenient payments and value added services to major consumer service organisations in the utility, telecoms, media, financial services, transport, retail, gaming and public sectors. We deliver payments and services through a uniquely strong combination of local shops, internet and mobile distribution channels.

Our success is built on a reputation for high standards in all areas of business which we achieve by working in accordance with the principles set out below. These principles apply throughout the PayPoint group of companies and are used to define the policy statements and working procedures that we adopt. They guide our day-to-day actions and give employees clarity on acceptable behaviour.

Honesty, integrity, respect and non-discrimination are fundamental to our relationships inside and outside PayPoint. All managers and employees are expected to adhere to the highest standards of personal conduct and are responsible for complying with published standards in order to meet the expectations of all interested parties. Wilful failure to meet these standards can be reported internally through whistle-blowing procedures and may result in disciplinary action.

Shareholders

We aim to increase economic value through growth and good corporate governance. Prompt, fair and accurate reporting will be provided to the market, analysts and shareholders to meet regulatory requirements and to enable informed investment decisions to be taken.

Employees

Our employees' contribution to the success of PayPoint, through their innovation and diligence is fundamentally important. All employees have a right to safe conditions of work, consideration of their welfare, fair terms of employment, reward and treatment, clarity and openness about what is expected from them and help with their further development through training. PayPoint offers an environment where all are treated equally and which is free from discrimination in respect of gender, ethnicity, religion, sexual orientation, age or disability.

Clients, merchants, retailers

We seek to provide services to our clients, with innovation, quality, reliability, high systems availability, protection and integrity of data. We aim to add value to their businesses. Through the application of rigorous standards, we ensure that settlement is performed promptly and accurately to allow clients, merchants and retailers to have confidence and trust in PayPoint. We will communicate with all parties promptly and accurately through regular reporting and if incidents occur.

Consumers

We aim to provide our clients' own customers with essential payment services and other products at retail locations, via the internet or mobile phone reliably and with confidential handling of their data.

Suppliers

PayPoint uses fair procurement practices, standardised across the group to ensure that all prospective suppliers are dealt with in a consistent and transparent manner when bidding to supply PayPoint with goods or services. We will aim to pay all suppliers within agreed timescales and seek to build long-term relationships with those that meet our selection and retention criteria. All suppliers and third party partners are encouraged to adopt the PayPoint ethical principles.

Government / regulatory bodies

We respect the rule of law and will comply with the laws and regulatory requirements that apply to us in countries in which we operate. PayPoint will work with appropriate authorities to achieve appropriate, high standards of security, safety, and operational integrity.

Environment

We acknowledge responsibility for our impact on the environment and recognise that certain resources are finite and must be used responsibly. We regard good environmental management as a fundamental part of the operation of our business.

We will seek to make a positive and meaningful contribution to community activities wherever we do business and to behave in a socially responsible manner. We recognise that a healthy social environment is likely to assist commercial success.

We support our employees' own charitable giving by matching their fundraising efforts by making direct donations to support employee nominated charities, charitable activities of retail agents and clients and promoting payroll giving. However, we do not support charities that endorse political or sectarian activities or those that are racially or religiously exclusive.