

How we do the right thing

A guide for employees





At Seafresh, we supply more than just seafood.

We supply integrity. Which means it's not just what we do that's important, but how we do it.

This handbook is your guide to our company culture and what we expect from you as an employee. It's how we **do the right thing...**

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Our values

Everything we say and do, every decision we make, is based on our four company values. If you're living these every day, you won't go far wrong.



We've built our business on integrity. We stand up for our beliefs. We are open, transparent, and straightforward in our business dealings – and we're not afraid to tell people things they don't want to hear, if we believe it's the right thing to do.

We are the 'go-to' business for seafood. We have long and deep experience in the seafood industry, and work at every stage throughout the supply chain to ensure our practices are ethical, responsible and of the highest standard.

We like to 'grow our own' people – and opportunity is only limited by people's ambitions. Our business succeeds best when we're closely aligned with our customers. Relationships matter to us, and are built on mutual trust.

We love what we do and what we produce. We care about the product we deliver, the service we provide and the industry we work in. We are enthusiastic about new challenges and embody an enterprising, 'can-do' spirit.

Face-to-face

Wherever and whenever possible, the best way to communicate is face-to-face. Be mindful of who you are talking to and ensure you give everyone you speak to your full attention and respect. Good communication is not just talking, but listening too.



"Communication - the human connection - is the key to personal and career success."

PAUL J MEYER, AUTHOR

Using your phone

When your desk phone rings, don't be shy - pick it up. Speak politely and professionally. Don't let your mobile distract others. Switch to silent or have a simple, soft ringtone.

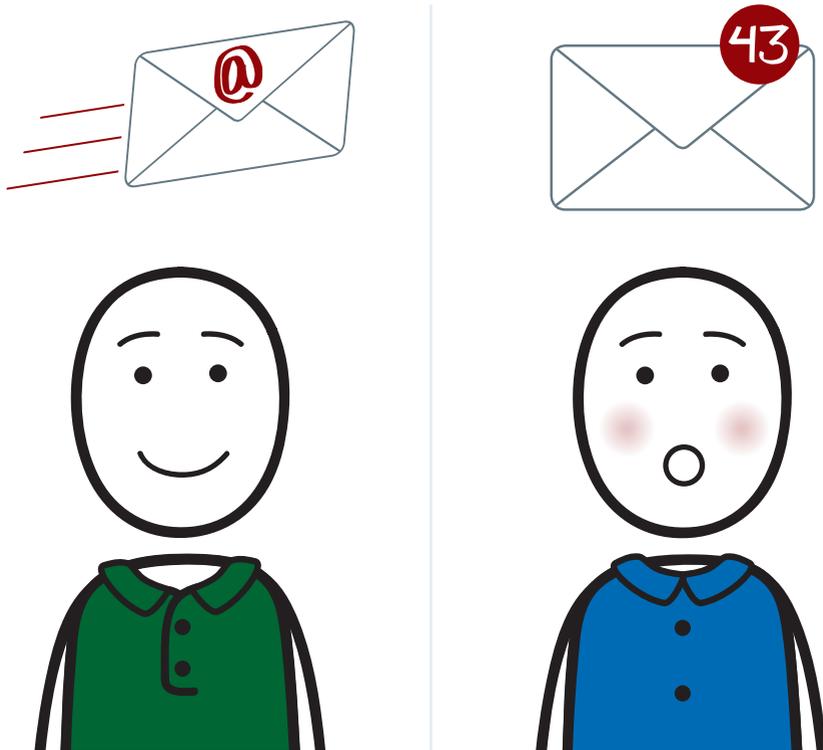


"Talk to people the way you want to be talked to. Respect is earned, not given."

HUSSEIN NISHAH

Sending emails

When sending emails, remember that 'To' is for those who must read it, and 'Cc' is for those who need information only. Be clear, professional and concise at all times – and leave out the emojis.

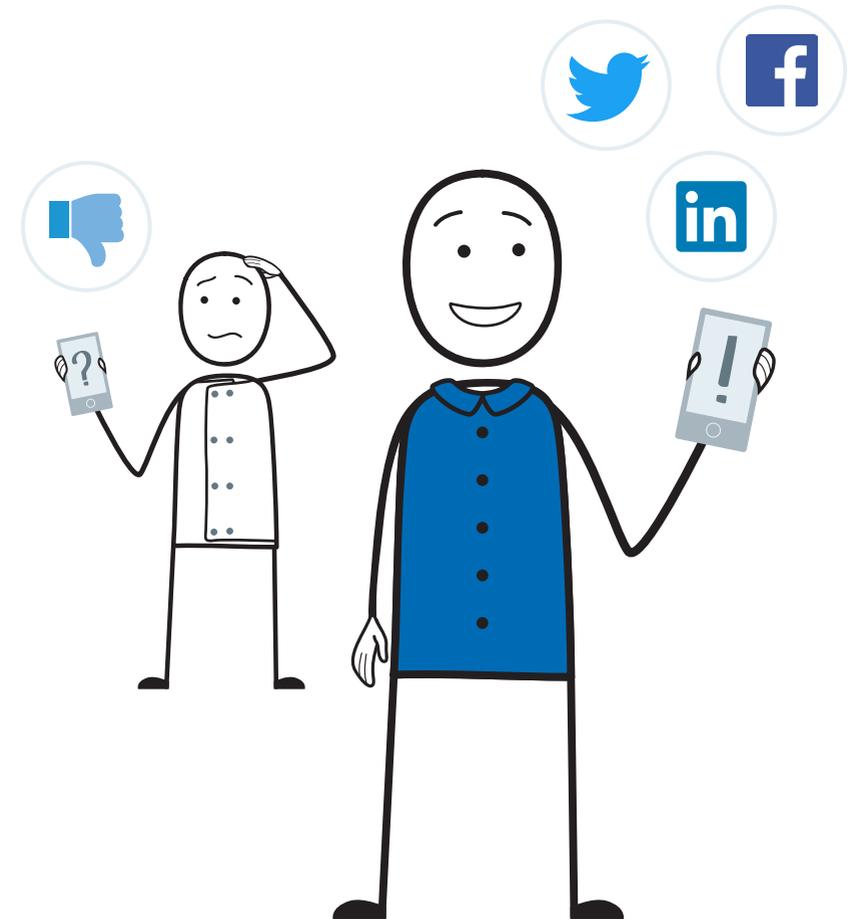


"The art of an effective email is to say what you mean, mean what you say and only tell the people who need to know."

ANONYMOUS

Social media

Don't misuse the internet – and think before you post! Remember things can be misinterpreted, so don't try to be too funny or creative. Don't post disrespectful, critical or offensive comments on the internet about the company or work colleagues. If you're ever in doubt, it's better not to post.

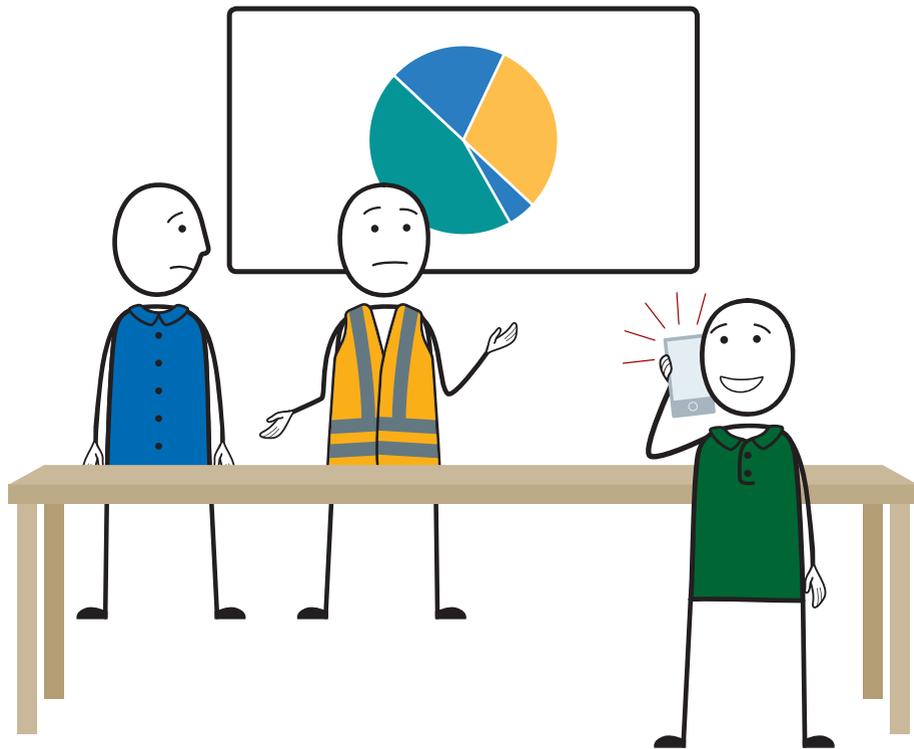


"Don't publish anything on social media you wouldn't want the world to see."

ANONYMOUS

Meetings – inside and outside

Be punctual, be prepared and be respectful. Don't use your mobile phone. Instead, be sure to listen and stay on track with positive participation. Dress appropriately and lead by example. Our business is built on our values, so be positive, enthusiastic and professional. Please leave meeting rooms clean and tidy ready for the next person.

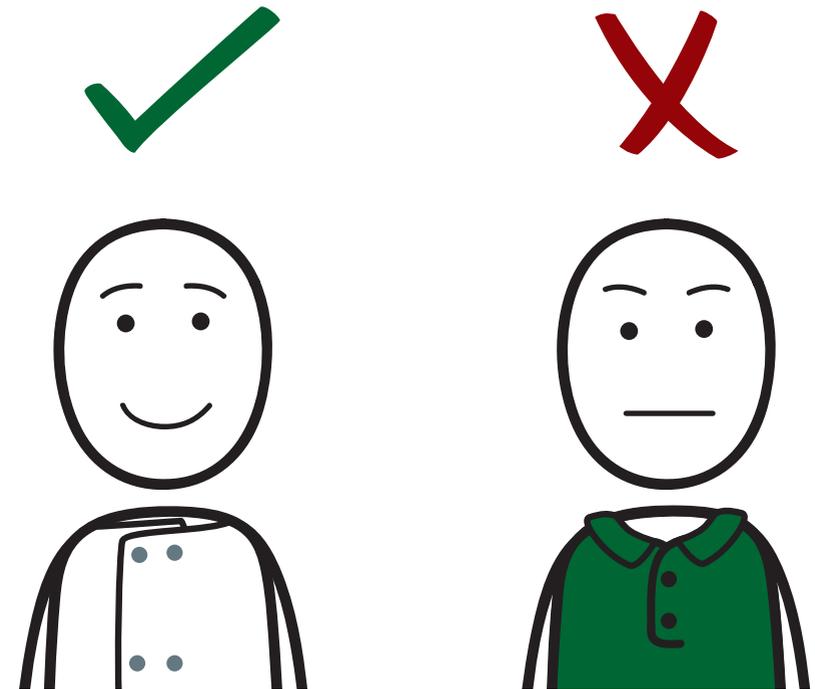


"Be sincere, be brief, be seated."

FRANKLIN D. ROOSEVELT, US PRESIDENT

Manners

Remember your manners. Greet everyone with friendliness and politeness, regardless of your mood. Use please and thank you and treat everyone equally. Make time to help your colleagues and be a team player with a positive attitude.

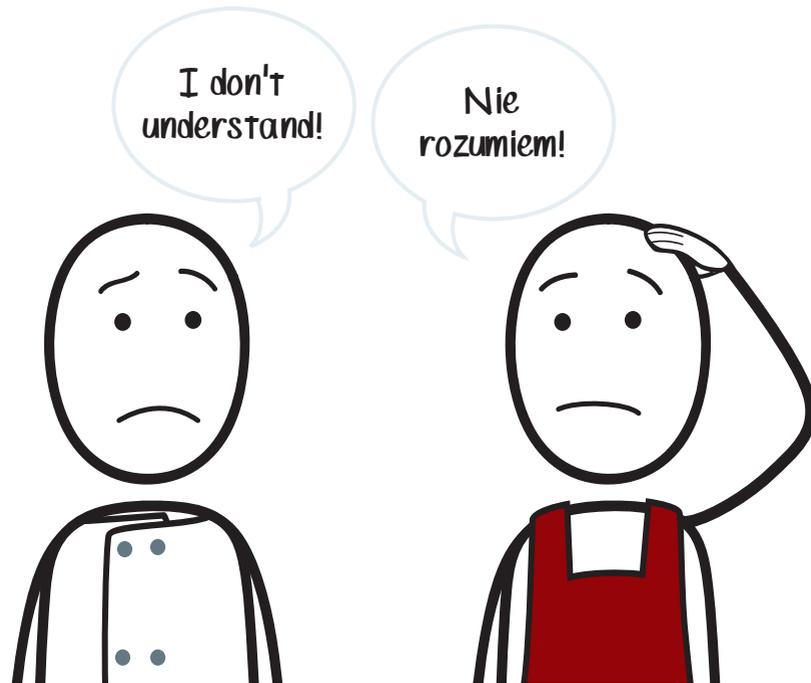


"Good manners are cost effective. They not only increase the quality of life in the workplace, they contribute to employee morale, embellish the company image and play a major role in generating profit."

LETITIA BALDRIGE, ETIQUETTE EXPERT

Speaking a common language

We're an English-speaking company and all business communication must be in English to avoid any misunderstandings. Be mindful towards colleagues whose first language isn't English. Don't make them feel excluded or spoken about.



"A language which we do not know is a fortress sealed."

MARCEL PROUST, AUTHOR

Respecting others

We DO NOT tolerate any kind of harassment or prejudice. If you see it, report it. Respect, trust and support each other. Don't take things that don't belong to you. Treat others how you would like to be treated, and always act with honesty and integrity.



"We are not a team because we work together. We are a team because we respect, trust and care for each other."

VALA AFSHAR, DIGITAL GURU AND AUTHOR

Clear desks and work area

Take pride in your workplace – it's your home while you are at work, after all. Everybody is responsible for keeping our sites tidy – if you see litter, pick it up!



"A tidy desk is a tidy mind."

ANONYMOUS

Personal appearance

If you want to impress, stay fresh! Good personal grooming and hygiene helps us to look and feel good. Follow the company dress code – by taking pride in your appearance, you're taking pride in our business too.



"Clothes make the man. Naked people have little or no influence on society."

MARK TWAIN, AUTHOR

Security and data

Think secure, act secure and be secure! Keep your ID passes on you at all times and feel confident to challenge an unfamiliar face. Only use your personal data for the purpose it was collected for and never discuss or disclose to others unless there is a business need to do so. It's everyone's responsibility to value and protect the company's assets whether it's equipment, property, information, knowledge or ideas.

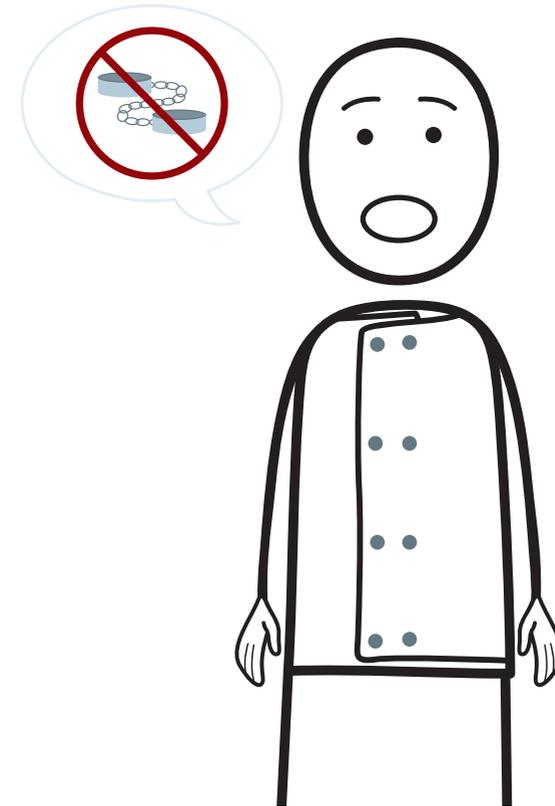


"Security is as simple as ABC: Always Be Careful."

ANONYMOUS

Slavery and human trafficking

Make sure you know what the words 'slavery' and 'trafficking' mean and if you see anything suspicious, report it. Speak up for those who can't. 'Slavery' means every form of slavery, forced labour or compulsory labour. 'Human trafficking' means the practice of illegally transporting people from one country or area to another for the purposes of forced labour.

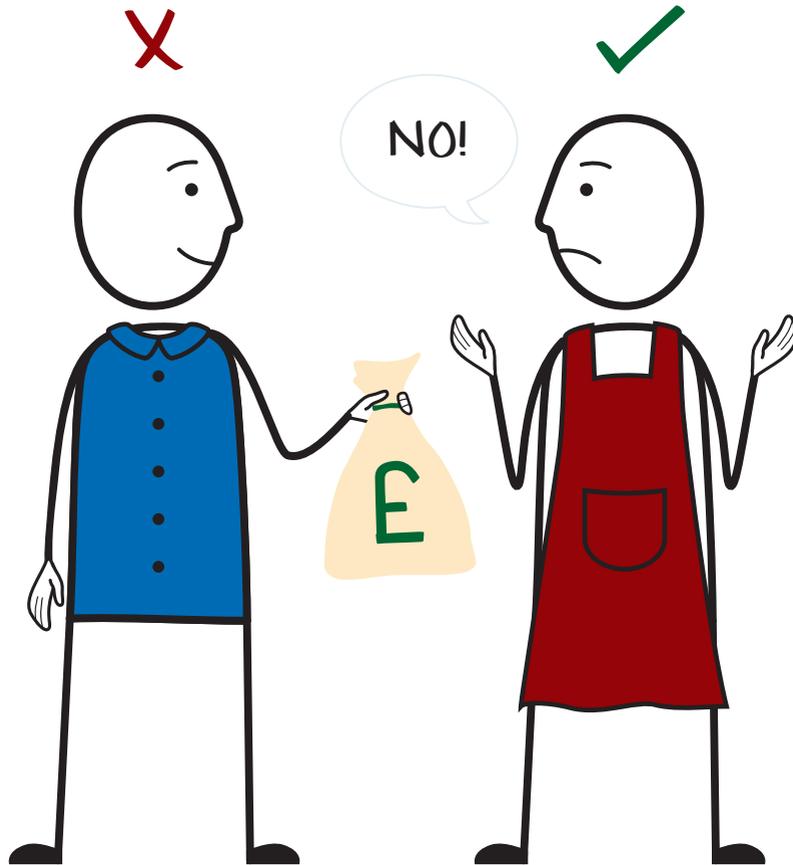


"Let it not be said that I was silent when they needed me."

WILLIAM WILBERFORCE, POLITICIAN AND PHILANTHROPIST

Bribery and corruption

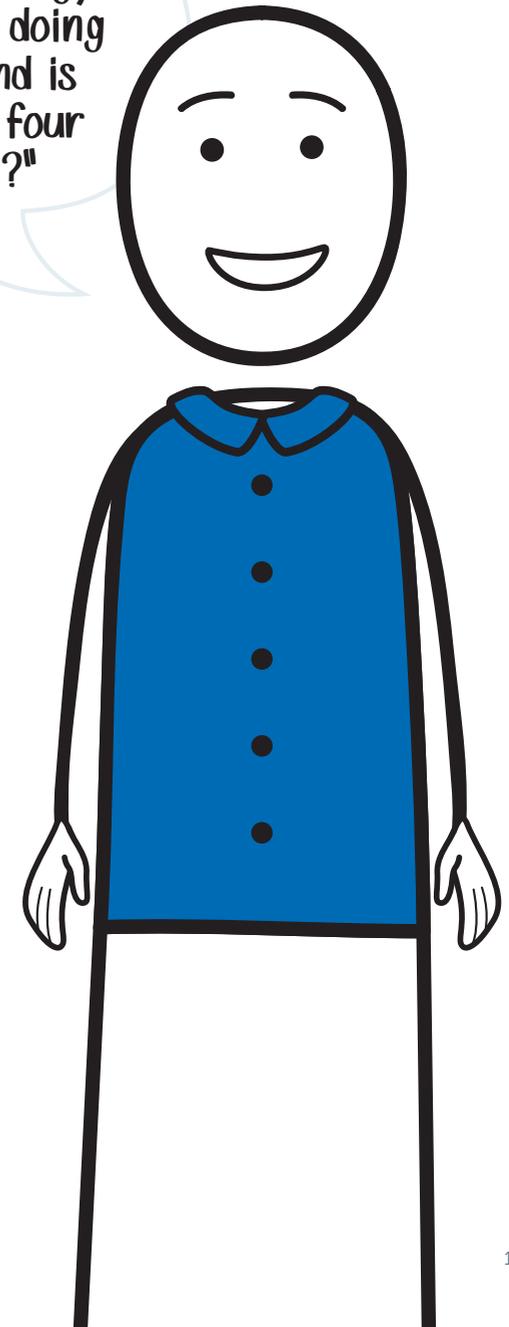
Don't offer or accept gifts, payment or hospitality to encourage or reward work or a decision. We do not tolerate bribery of any kind. Act fairly and with integrity in all business dealings and relationships.



"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity."

DOUGLAS ADAMS, AUTHOR

"Wherever you are, whatever you're doing, ask yourself: am I doing the right thing and is it in line with our four company values?"



Honesty
Quality
Teamwork
Passion



Doing the right thing...
for our customers, people,
industry, communities
and business.

