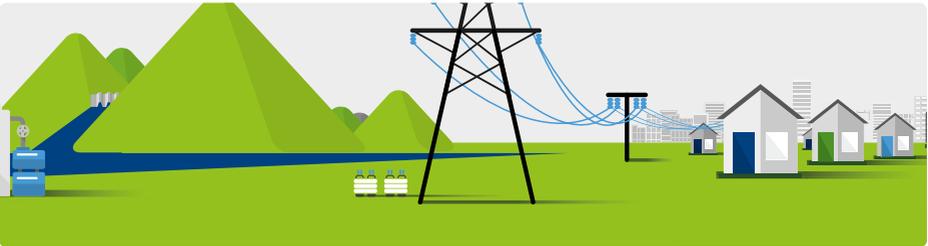
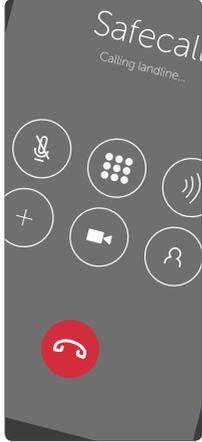
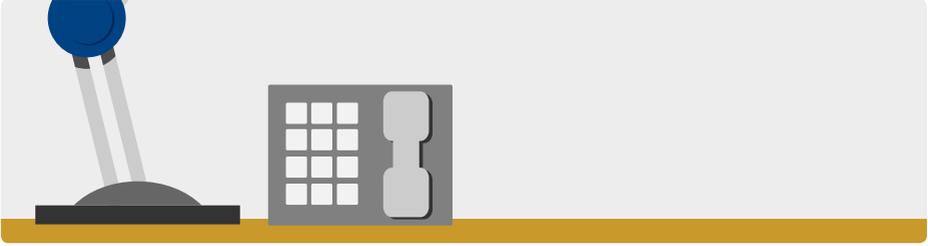


Doing the right thing

A guide to ethical business conduct for SSE employees



Doing the right thing

Issued:
Autumn 2016

Business ethics is the application of ethical values to business behaviour. It is relevant both to the conduct of individuals and to the conduct of the organisation as a whole. It applies to any and all aspects of business conduct, from boardroom strategies and how companies treat their employees and suppliers to sales techniques and accounting practices. Ethics goes beyond the legal requirements for a company and is, therefore, about decisions and behaviour guided by values.

-The Institute of Business Ethics, 2016

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About this guide

The purpose of this guide is to help everyone in SSE do the right thing, regardless of the job you have or the place you work.

The booklet tackles a wide range of important issues such as safe working, bribery, harassment and dealing with the press. It doesn't give the answer to every question or dilemma, rather it outlines the principles to guide behaviour and, if it's needed, points out where to go for more information.

All SSE employees are expected to meet the principles set out within this Code.

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Doing the right thing What it means to me

I believe very few of us would actively set out to do the wrong thing, either in our personal lives or in the workplace. But we are all at risk of making judgments that prove to be inconsistent with ethical conduct, not because we meant to, but because we didn't think about the consequence, or didn't pay enough attention to what we were being told.

This guide is designed to help you. It outlines the principles of ethical business conduct that everyone in SSE is expected to meet and explains what to do if you spot or sense something that isn't right.

As individuals there are things we can do to help us make the right judgments. That's why we have a set of rules we must follow. Some rules are simply the law; other rules are higher standards that SSE seeks to meet. When these rules are combined with the SSE SET of values we have the best chance of conducting our business practice in the most ethical and responsible way; and being responsible means doing the right thing.

If we do that, we are more likely to meet the needs of our customers. And in turn, that means we have more chance of success as a business.

For me, doing the right thing can sometimes mean having the courage to speak up when you know something is wrong. It can also simply be about your own high standards of personal conduct.

I also want to assure you that SSE's senior leaders will always be available if you have concerns that something is not right. Seeking advice, raising concerns or reporting misconduct will not be held against you.

I would urge you to read this guide carefully and keep it in a safe place to refer to in the future.

Alistair Phillips-Davies, Chief Executive

Rules and values combined

Many of our business dealings are governed by laws and regulations. From competition law to health and safety legislation to conditions set by regulators, an energy company like SSE is governed by a great number of rules we must abide by if we wish to retain our licences to operate. It is vital that as employees of SSE we all know, understand and follow the rules that apply to our area of the business.

To make it easier for employees to navigate their way around these rules a new [i-Comply](#) portal has been designed and is available on ssenet. It is a one stop shop for all the regulatory and legislative obligations we have as a company, giving detail on the nature of the duties and the business owners with overall responsibility.

Sometimes, those rules will not be sufficient to give a precise guide on how to respond to every dilemma faced. That is why values matter so much.

The SSE SET of values – [Safety](#), [Service](#), [Efficiency](#), [Sustainability](#), [Excellence](#) and [Teamwork](#) - must drive everything we do as employees of SSE and thereby enable us to be part of a company with strong ethics and a genuine commitment to doing the right thing.

Everyone in SSE has a job to do. Sometimes applying standards to the jobs we do can be a bit daunting. Complying with the rules is not about whether or not to do the job: it's about doing the job in the right way.

It is the combination of firm rules and ethical values that mean we have the best chance of doing the right thing, every time.

The SSE SET of values

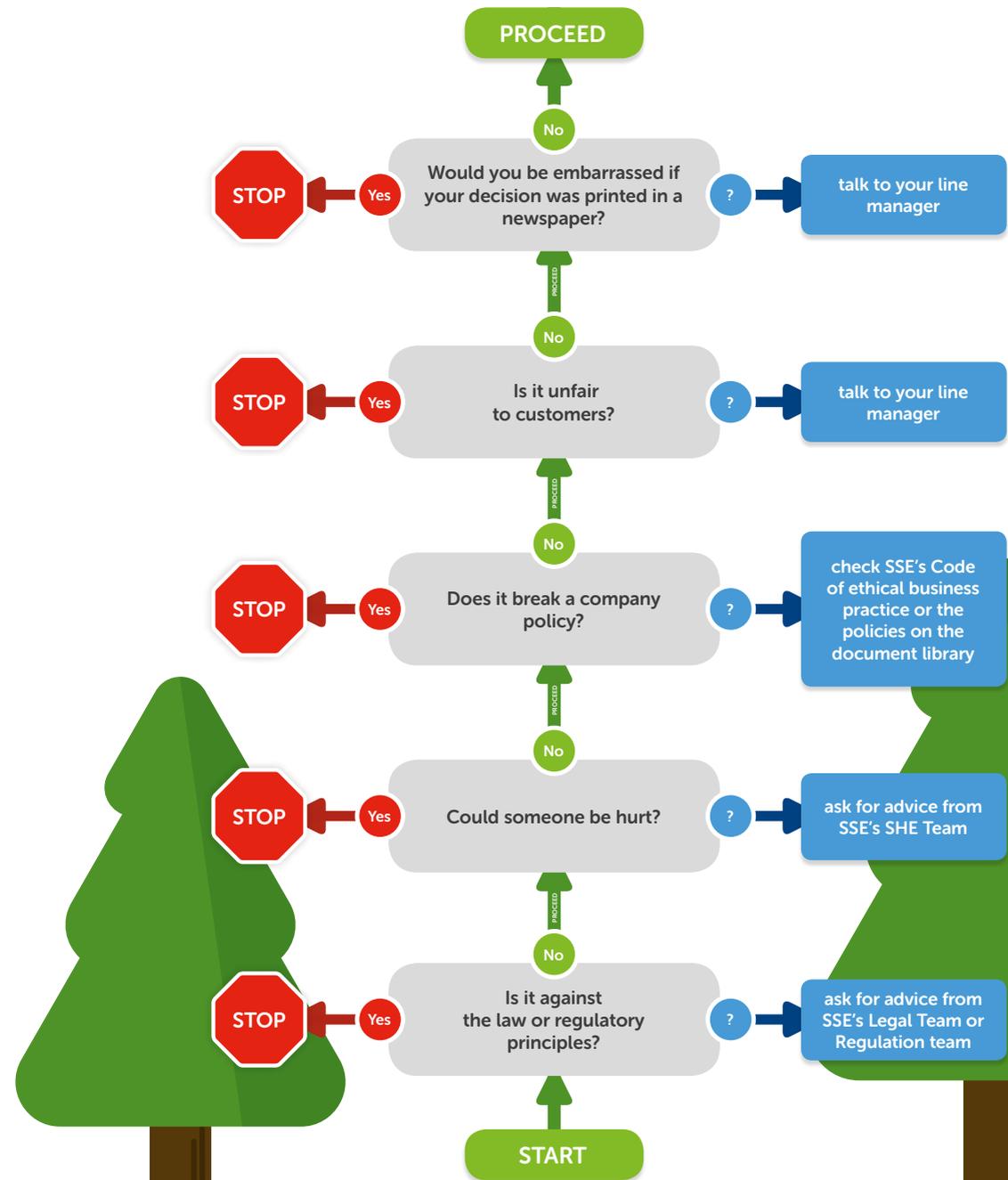
SSE is a values driven organisation. The SSE SET has been a permanent fixture of SSE's business culture since 2006. Everyone is expected to fulfil these values every day.



Practical steps to ethical decision making

A decision tree can be a useful tool when faced with a difficult decision.

By asking yourself some simple questions it can guide you towards doing the right thing.



How can I speak up?

Creating an environment to ensure colleagues feel confident to report wrongdoing, fraud or malpractice in the workplace.

While we seek to conduct our business in the most responsible way possible, sometimes things can go wrong. When they do it is important that we speak up.

When you see or hear something that falls short of our normal high standards of ethical conduct and compliance you should be able to discuss it with your manager but when that is not possible SSE has a specific policy and process in place to enable you to act.

Our Speak Up Policy provides guidance on what you should do if you have concerns about any actions by individuals or SSE that constitute a criminal offence, put customers, colleagues, contractors or the public at risk; be in breach of legislation or regulation; damage the environment; be an abuse of company property or conceal wrongdoing.

Research demonstrates that the biggest barrier to speaking up is a fear of reprisals. To help colleagues feel able to speak up SSE has enlisted the help of a third-party provider, Safecall. Safecall offer an independent first point of contact for people who feel they cannot raise their concerns with their line manager. All calls are treated with confidence by independent advisors and we welcome reports even if you decide that you wish to remain anonymous.

SSE will not tolerate adverse action against anyone for doing the right thing and speaking up. If you wish, the issue you raise will be treated confidentially and resolved without any implications for you personally.

Contact Safecall

Phone: 0800 915 1571 (UK) 1800 812 740 (Ireland)

Report online at www.safecall.co.uk/report

To report an issue internally email sse@safecall.co.uk





Do no harm

SSE's first responsibility is to make sure no harm is done to people or the environment as a result of its business activities. That means we do things safely and securely or not at all.

Safety

Safety lies at the heart of SSE. Keeping the public safe and making sure that everyone working for us gets home safely at the end of their day takes precedence over everything we do. We do everything safely and responsibly or not at all: nothing is so important that it needs to be done in an unsafe way.

Everyone in SSE knows the five Golden Safety Rules; our signature safety initiative. We assess risks, wear PPE, accept challenges, reverse park and hold the handrail. These simple rules help to keep safety front of mind at all times.

In SSE everyone has a unique responsibility for safety depending on their role. It's called the Safety Family and it helps to define our safety culture and the way we do things in SSE:

Everyone has responsibilities, for adhering to standards and rules, communicating safety issues and messages, managing risks and getting involved.

Supervisors have specific responsibilities for looking out for their team's safety.

Managers have a responsibility for setting high standards.

SSE's leaders are expected to set the tone so they can inspire their teams to deliver safety brilliantly.

Security

Everyone at SSE is responsible for the security of SSE; its assets, systems and information. There are five security Golden Rules and we are all expected to do the following:

- Assess security risks;
- Display identity badge at all times;
- Accept challenges;
- Protect identities; and
- Report an incident within 30 minutes.

Cyber security and data protection

SSE must be able to demonstrate to its customers, business partners and employees that they can have confidence in the confidentiality, integrity and availability of our information services and IT infrastructure. If security is breached we risk damage to SSE's good reputation by losing our customers' trust.

We deal with sensitive and privileged information on a day to day basis and the threats we face are getting greater. With the increased adoption of technology, attackers are looking for vulnerabilities in all our devices. Part of doing the right thing is ensuring that processes are followed to protect personal data and speaking up if that data is misused.

SSE handles large amounts of personal data both of its customers and its employees. It is important that we keep this data secure at the same time as meeting the standards set in the Data Protection Acts in the UK and Ireland. That includes processing data fairly, making sure data is accurate and never keeping data for longer than necessary. It's also important that you know about the Data Protection procedures operating in your area.

Environment

SSE is committed to understanding and managing the environmental impact of our activities. We aim to prevent pollution and we actively seek to develop positive environmental impacts.

We will, at all times, comply with legislative and regulatory requirements and follow environmental procedures on SSE operational sites. We seek to have a constructive relationship with the environmental regulators in the UK and Ireland. We aim to find new ways to reduce negative impacts on the environment as well as seeking new ways to improve it.

If things go wrong, no matter how small, we will report the incident and work to put it right.

SSE recognises the complex global challenge of climate change, the important role we play as an energy company and believe it is our responsibility to help the UK and Ireland move towards a less carbon intensive energy system. We believe that removing carbon from electricity generation is essential to mitigate the worst effects of climate change.

All significant safety, security and environmental incidents must be reported within 30 minutes to the Employee Emergency line: 0800 107 3207 (UK) or 1 800 927 219 (Republic of Ireland). This number is printed on the reverse of your SSE ID badge.

Do no harm: Q&A

Do I really have to report an environmental or security incident even if the problem was cleared up quickly and no harm was done?

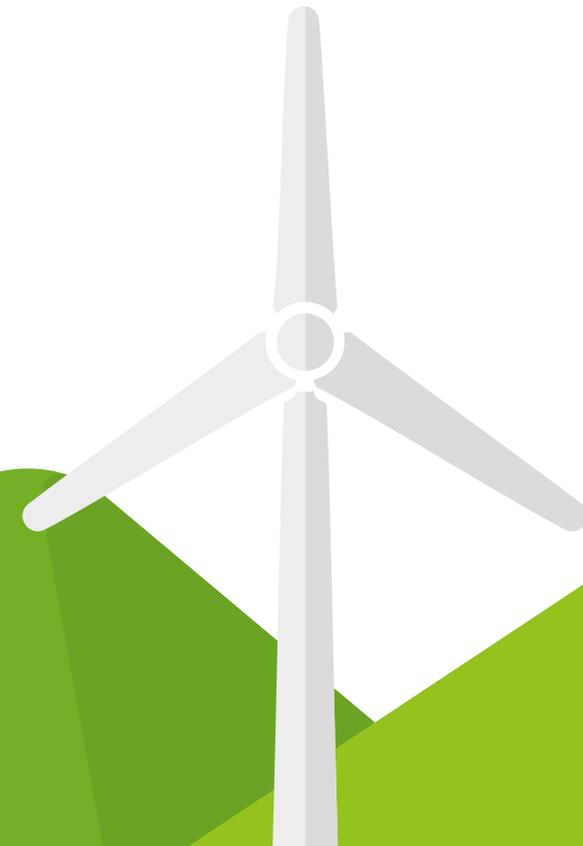
Yes. You must report all incidents, including 'near hits' for safety or an environmental incident (including spills or emissions). The reason it must be reported is because the next time we might not be so lucky, and real harm may result to either people or the environment. Reporting the incident means we can learn from it and help prevent actual damage being done in the future.

I need to share personal information with my manager about myself and the team I manage. Can I send it in an email to her?

Sometimes, people think that because personal information is being shared about internal colleagues within SSE, then rules about data protection don't apply. This is not the case. You should keep to a minimum the times you send personal information and you must ensure that personal information is protected by a password.

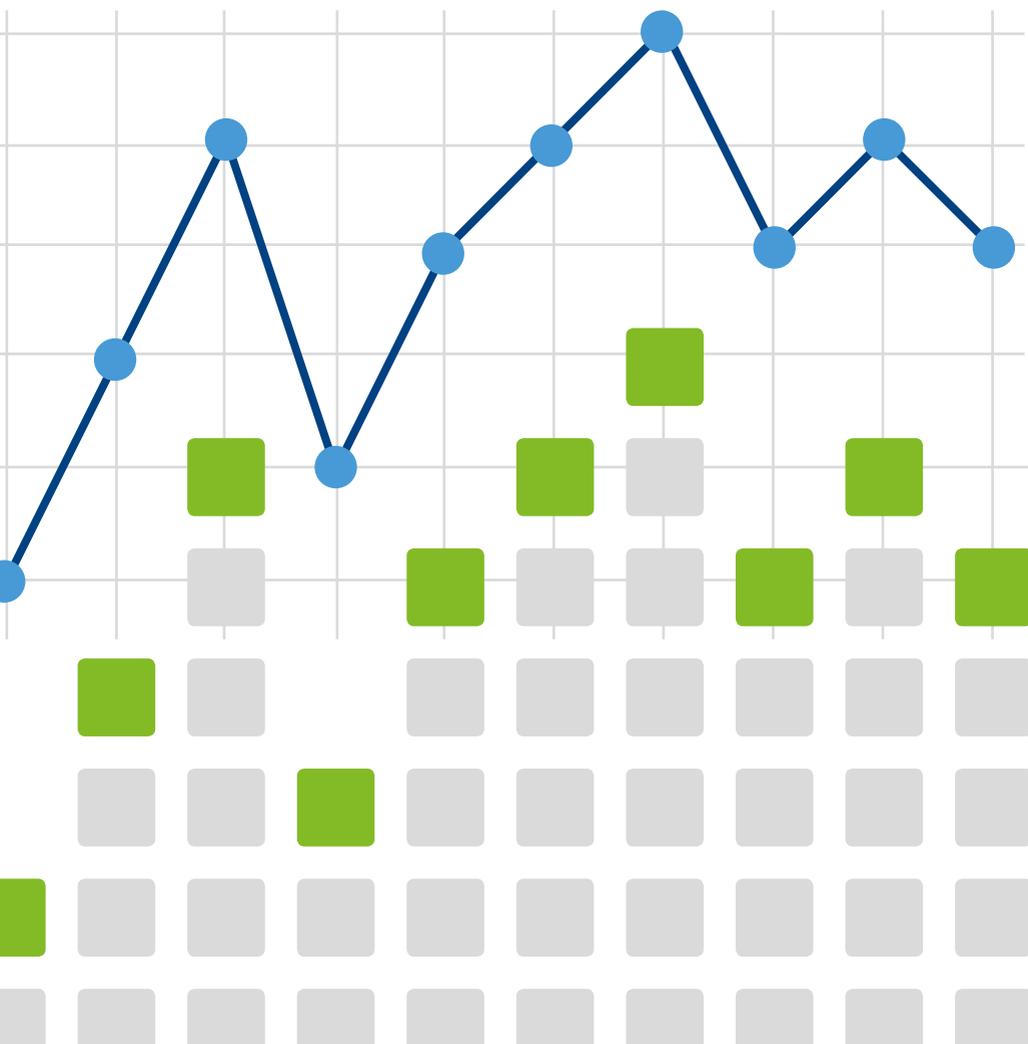
I am giving a presentation and the conference organiser has asked me to bring the presentation on a USB stick. I think there are rules against USB sticks, so is it OK if I email the document to my home email address and download it from there?

While it is true that USB sticks are discouraged because they pose a real risk to SSE's cyber security, it is possible to ask for an 'exception'. You can raise a request through the I.T. Service Centre on ssenet and you will be provided with a special encrypted USB stick for your presentation. In terms of emailing work documents to your home email address, this is not allowed, even if the information is not sensitive. It simply presents an opportunity to hackers to gain information about SSE.



Trading fairly

Trading unfairly is not only unethical, it is illegal. At SSE we are committed to trading fairly, to ensuring that we all know what constitutes a fair trade and what does not, and to speak up when we suspect misconduct.



Competition

A dynamic and prosperous economy is built upon fair trade and free competition. Competition laws in the UK and Ireland are designed to protect businesses and consumers from unfair or anti-competitive practices. That means any agreements, business practices or conduct that have a damaging effect on competition are illegal. Regulatory authorities have the power to investigate anti-competitive activities and impose sanctions, including significant financial penalties.

Everyone has a responsibility to conduct their business dealings in a manner that guards against any risk of breaching competition law. That means we all have a duty to conduct company business in a way that protects against possible infringements of competition rules. Training in competition law will be provided to everyone who needs it.

Bribery and corruption

Bribery has no place in a healthy society and economy. Eradicating bribery from the UK and Ireland paves the way for competitive but fair practices that are in the interests of all of us. Over time it means improved prospects for businesses by reducing costs and reinforcing a level playing field.

A bribe is to persuade someone to act in your favour by giving them money or some other inducement. Under UK and Irish law, it is illegal to offer, promise or give a bribe. It is also illegal to receive or agree to accept a bribe. In other words you must not bribe anyone and you must not permit yourself to be bribed.

In order to protect employees from the risk of a bribery accusation, SSE has a clear and simple policy on hospitality. Accepting gifts or entertainment from customers, suppliers or any other person or organisation with which the company has business connections is not allowed, except in limited circumstances.

Allowed hospitality

The offer or acceptance of any offer of corporate hospitality can only be authorised in advance by a member of SSE's Executive Committee or their direct reports. All hospitality and gifts, other than those under £10, must be recorded whether accepted or declined.

Conflicts of interest

Conflicts of interest are situations in which competing interests may stop us being able to make objective and unbiased decisions on behalf of SSE. These situations can take many forms, and it is important to be constantly aware in case they arise.

When a conflict of interest arises it can cast doubt on our integrity. It can also have a damaging effect on the reputation of SSE. Sometimes a perceived conflict of interest can be equally damaging.

We must avoid situations where our personal interests could be in conflict with those of SSE. Everyone has a responsibility to inform their manager of a potential or actual conflict as soon as they become aware of it.

Conflicts of interest examples

Examples can include recruiting or contracting a close friend or family member, having a second job or holding a financial interest in a supplier or competitor.

Business separation

SSE is made up of four core energy industry segments: Retail, Wholesale, Networks and Enterprise. The networks business is a regulated monopoly, and it is very important to make sure the competitive businesses of retail, wholesale and enterprise don't receive an advantage because they are part of the same group. The way that is prevented is through 'business separation'.

Business separation is a strict requirement of Ofgem licence conditions. SSE makes sure it meets this requirement by separating Networks systems, information, employees and branding. We do this to make sure:

- Information about our Networks is kept confidential;
- No unfair advantage is provided to other parts of SSE; and
- Cross-subsidy between the Networks business and other parts of SSE is prevented.

Rules around business separation also apply to SSE's Gas Storage business, which must also be kept distinctly separate from other parts of the SSE Group, including SSE's Wholesale business.

Definition: Business separation

Business separation in SSE simply means keeping our Networks businesses in GB (electricity Transmission and Distribution) distinctly separate from other parts of the SSE Group.

Responsible Procurement Policy

SSE's responsibilities do not stop with our direct operations. SSE has a large and complex supply chain and by setting standards of conduct with our supply partners, positive social and environmental outcomes can be found. SSE's Responsible Procurement Policy sets out those standards clearly:

- Zero tolerance of bribery or kickbacks in order to gain favour with SSE;
- Avoid any interaction between SSE employees and suppliers that may conflict, or appear to conflict, with the best interests of SSE; and
- Take great care in handling, discussing or transmitting information.

Furthermore, SSE expects its suppliers to:

- Have clear and explicit expectations for safe working;
- High expectations of environmental management;
- Ensure that sub contracts awarded after April 2014 require contracted employees who work regularly on SSE's UK sites to earn at least the UK Living Wage.

Anyone working with a supplier who is not meeting the standards set in the Responsible Procurement Policy should raise the issue in the first instance with the supplier. If that does not solve the problem, then the issue should be escalated to the business manager with responsibility for the contract or the Procurement Team.

Trading fairly: Q&A

I work in renewables and my husband part owns a small company that is bidding for forestry work on a new wind farm site with SSE. Does that form a conflict of interest?

It might do. It depends if you have access to knowledge that could place your husband's firm at an advantage, or, even more seriously, could allow you to influence the process. In this case, you should tell your line manager immediately – it is better to be safe than sorry. If it is a conflict, it is likely you will be prevented from getting involved in any decisions that relate to this or other projects that may be linked to your husband's business, both now and in the future.

I have never been trained in the Competition Act and have been asked to attend a meeting at Energy UK where there will be a number of SSE's competitors in attendance. Can I go?

No. You must have a detailed understanding of your obligations under the Competition Act before you have meetings with SSE's competitors. You need to understand what you cannot discuss and you also need to know what to do if one of the other participants start discussing something that is against competition rules. You should ask your line manager to make sure you receive the Competition Act training before you attend a meeting like this.

I work for Power Distribution in the Slough depot. One of my colleagues has just got a new job working for Metering but he plans to hot desk from his old desk which is located within the Networks area of the depot. I don't think that's OK under business separation rules, should I say anything?

As a general rule, employees from SSE's Retail or Wholesale businesses should be physically separate from Networks employees. There are rare occasions when it may be OK to share office space, providing a formal agreement is in place. But it is much better to be safe than sorry. So the right thing to do is to raise it with your line manager.

Respecting each other

At SSE we believe in treating everyone fairly. We respect and protect human rights and we recognise the value of having a diverse and inclusive workforce.

Human Rights

We respect human rights and are committed to conducting our business relationships with honesty, integrity and respect.

We recognise business has a role to play in supporting and upholding the human rights of others and that we should address adverse human rights impacts whenever or wherever these arise as a result of our business. That means we will:

- Support and respect the protection of human rights; and,
- Make sure we are not in any way complicit in human rights abuses.

SSE has zero tolerance of modern slavery as detailed in the Modern Slavery Act 2015 in all of its different forms, both in our business and in our supply chain. That means we will work to identify any risk of modern slavery in our supply chain and if any risk is identified we will work to eliminate it.

Definition: Human Rights

Human rights are rights inherent to all human beings, whatever our nationality, place of residence, gender, national or ethnic origin, sexual orientation, colour or religion.

Diversity and equality

SSE values the differences that a diverse workforce brings. We will build a culture that values openness, fairness and transparency, and in which all decisions are based on merit.

No one in SSE may discriminate on the basis of the 'protected characteristics' defined by the UK's Equalities Act or Ireland's Equality Legislation. That means we will not discriminate because of age, disability, gender reassignment, marriage and civil partnerships, pregnancy, race, religion, gender or sexual orientation.

We expect everyone to take positive steps to encourage diversity and demonstrate inclusivity for all members of society in our workforce.

Harassment at work

At SSE we do not tolerate racial, sexual or any other form of harassment that fails to respect the rights of others. We must make sure our workplaces are free from discrimination, bullying and harassment so we promote an environment where our employees treat everyone as they would like to be treated themselves. Our Policy Against Harassment at Work outlines the steps people can take if they wish to complain about behaviour in breach of this ethos.

Anyone experiencing harassment at work should raise it with their line manager, but if that is not appropriate Speak Up and call Safecall. Anyone speaking up can expect their issue to be treated sensitively and, where appropriate, offered counselling.

Living Wage

SSE is officially accredited as a UK Living Wage employer. We believe people who work for us should be paid at least a rate where they can live a decent life. That means, with the exception of employees in training, everyone directly employed by SSE in the UK will receive at least the UK Living Wage rate set annually by the Living Wage Foundation. It also means, over time, people contracted to work regularly on SSE's UK sites will receive the UK Living Wage.

Since 1 January 2016, everyone directly employed by SSE in Ireland has been paid the Irish Living Wage, as set by the Irish Living Wage Technical Group.

Drugs and alcohol

We are committed to having a workplace free from alcohol and illegal drugs that may affect an employee's ability to safely perform all aspects of their job. No employee or contractor is allowed to work if they are under the influence of alcohol or illegal drugs because they may harm themselves or others around them. Employees can also be required to take random drugs and alcohol tests. Support is always offered to any employee who has admitted to a drug or alcohol dependency problem.

Respecting each other: Q&A

I've just joined a new team with a very aggressive working culture. One of the members of the team is constantly picked on, and I'm scared they will pick on me next. What should I do?

You have the right to challenge unacceptable behaviour directly with the people involved or with your line manager. If you don't feel comfortable with this, you can raise it with the local HR manager, or call the Speak Up helpline.

One of my colleagues posted an unflattering comment about another of my colleague's appearance on Facebook. I challenged him and he said he could say what he liked in his own time.

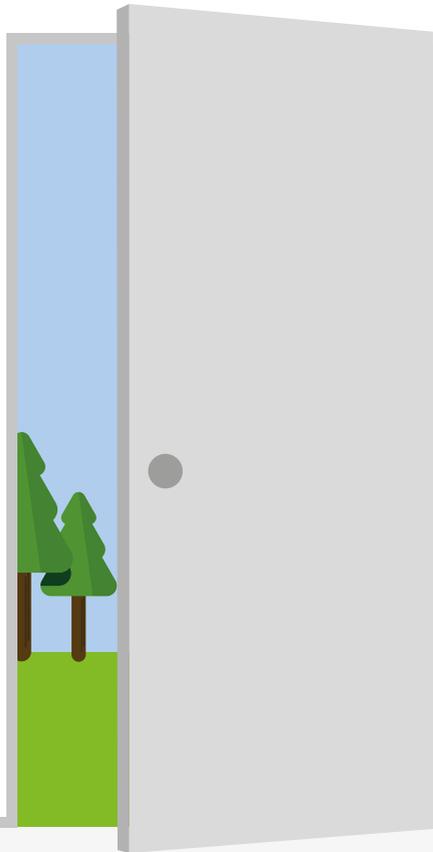
Regardless of whether comments are posted in someone's own time, good judgment must be used at all times when using social media. Inappropriate, unkind or nasty comments about colleagues can be a form of harassment, no matter when or where they are shared.

What should I do if I'm not receiving the Living Wage?

If you, or anyone you know who works directly for SSE, or is contracted regularly to SSE (other than trainees), is receiving a rate of pay that is less than the Living Wage, you should immediately let the Living Wage team at SSE know, by emailing livingwage@sse.com. You can also call the Speak Up hotline.

Open and accountable

At SSE we must be open, honest and consistent in our dealings with our stakeholders. Only by being open and accountable can we instil trust in our employees, customers, shareholders and other stakeholders.



Social media

Social media, such as Facebook and Twitter, are increasingly used to communicate, discuss and share information, and it is SSE's media team and social media teams whose job it is to manage and use them on behalf of SSE. It is important no-one else does so unless they've been trained and have the right approval. If you are considering using social media in a business capacity you should seek advice and approval from the media team first.

The lines between our personal lives and work lives can easily become blurred when using social media. When using social media in a personal capacity, always ensure that it is clear that your comments are your own and not those of SSE. You should not use any SSE branding as part of your profile on any social media channel.

Media

Effective media relations are essential to the success of any organisation that operates in the public eye. We want to ensure that the information we disclose is timely, accurate, comprehensive and relevant.

Corporate Affairs is designated by SSE as the only media contact function and its teams act as company spokesperson. This media policy applies to all employees of SSE and its subsidiaries and divisions and covers external media including broadcast, electronic and print.

Lobbying and political advocacy

SSE seeks to have a positive and constructive relationship with regulators, policy makers and politicians. We therefore will not conduct our dealings in ways that are illegal, unethical or contrary to professional practice.

Anyone representing SSE must always be truthful and honest in all its dealings with policy makers, politicians, regulators and government and to make representations in a fair and balanced way. SSE is also a Corporate Affiliate to the Chartered Institute of Public Relations' UK Lobbying Register and, alongside this policy, employees are governed by its Code of Conduct and complies with Ireland's Regulation of Lobbying Act 2015.

Definition: Lobbying

Lobbying is the act of trying to influence decisions made by officials in government, politicians or members of regulatory organisations.

Integrity and transparency in the wholesale energy market (REMIT)

It is in everyone's interests that the wholesale market for energy is fair and transparent. SSE is committed to both the letter and the spirit of the European regulations designed to ensure transparency and stability of European energy markets.

That means we will not manipulate the wholesale energy market in any way; we will make inside information public before trading on the basis of it; and, we will report energy market transactions. These rules apply to energy market participants and are relevant to anyone in SSE who carries out transactions in wholesale energy products or who has access to inside information that may affect the market price, such as details about an 'outage' of a power plant.

Definition: REMIT

The Regulation on Wholesale Energy Market Integrity and Transparency (REMIT) is a European regulation designed to increase the transparency and stability of the European energy markets while combating insider trading and market manipulation.

Inside information and share dealing

Occasionally, some of us may receive confidential information about SSE that is not available to the general public and could influence an investor to buy, sell or hold shares. This information is commonly known as 'inside information', and if disclosed, may lead to a significant up or down movement in the price of SSE's shares. Until this information is made public, we must not disclose inside information.

When we are in possession of such information, we must not deal in the shares of SSE or any other company to which the information relates. We should also never give inside information to anyone else or encourage them to deal in shares based on such information. These rules are set out in the SSE Share Dealing Policy which all employees must adhere to, and should be read in conjunction with the SSE Disclosure Policy.

Some of us will receive confidential information about SSE on a more regular basis and will be on SSE's 'Insider and Restricted Persons List'. Those on this list will need to understand the detailed requirements of SSE's Share Dealing Policy, which includes a strict requirement never to deal in SSE shares in a 'closed period' and an obligation to have permission from the Company Secretary on each occasion when they want to deal in SSE shares.

Examples of inside information may include

- Annual or half-year results
- Major deals to buy or sell a business
- Changes to the Board
- Major contracts awarded

Open and accountable: Q&A

I've seen criticism of SSE on Facebook and I know it's not true. I don't like seeing my colleagues being talked about in this way. Would it be helpful if I posted a positive comment in their defence?

While it might be difficult to see criticism like this, SSE has teams of people who have been trained to monitor and respond to customer feedback online. The right thing to do is to take a note of the criticism, and let the media team know about it. They will make sure the right people in SSE are aware and deal with it appropriately.

I have a friend who is a journalist for a local paper and she asked me to give her an insider's perspective on energy prices. I know she will write a sympathetic article, is it OK if I do that?

The only people with authority to deal with the media on behalf of SSE are SSE's media team in Corporate Affairs. You should pass on the details of the journalist directly to the media team and they will manage the enquiry quickly and fairly. Remember if you have confidential or inside information about SSE you should not be passing it to anyone outside the company.

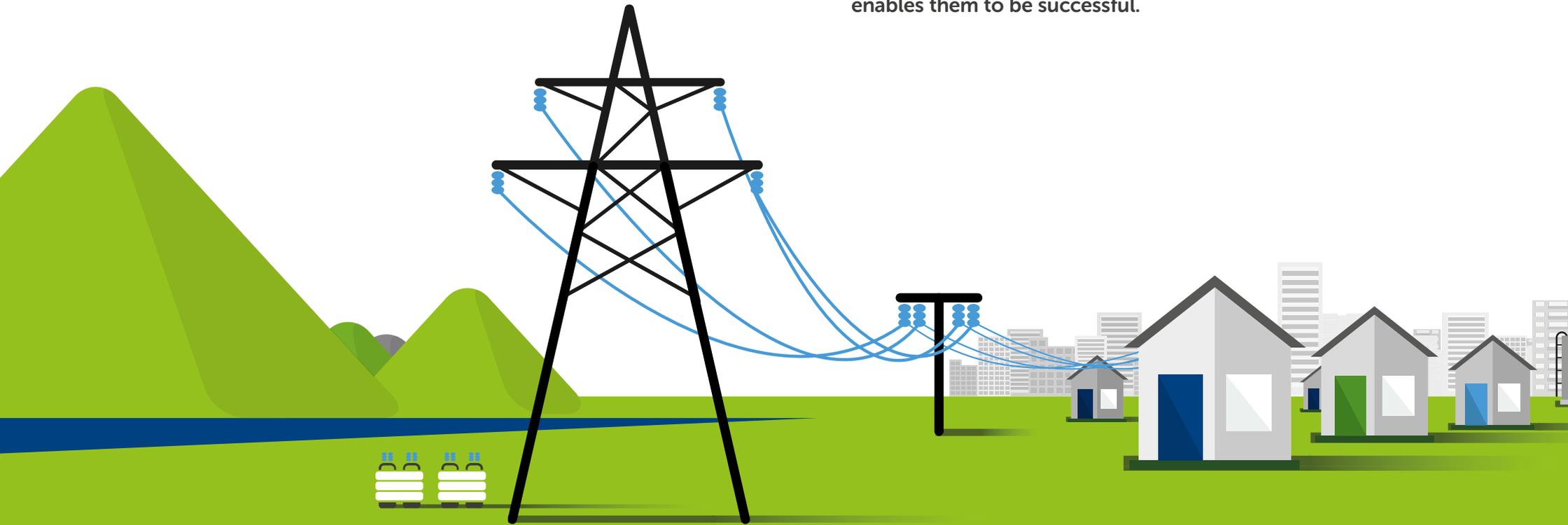
I'm working on a really important project where SSE might buy a large company. It is very exciting and I'd really like to discuss it with my old team. Can I?

Any information that could have an impact on SSE's share price must be kept entirely confidential. As part of this project you are likely to be on an 'insider list' or 'restricted list' and that means you must not discuss the project with anyone who is not on that list alongside you. Being included on a list due to your involvement with a project also means that you will have to seek permission in advance of dealing in SSE shares. On occasion, dealing might not be permitted depending on the status of the project.



Being a responsible company

Decent companies make sure they abide by the law and do no harm to the environment or the people and communities they serve. Responsible companies do more than that: they contribute positively to the society that enables them to be successful.



Corporate Responsibility and Sustainability

Energy is an essential product and that means we have a responsibility to conduct ourselves to high standards so we earn the right to be commercially successful.

Sustainability is a guiding value for SSE: it helps to establish the right standards for how the business is run and is a driver of SSE's broader strategic aims. In order to have a long-term sustainable business, we seek to be a social, economic and environmental force for good. To understand how this is applied across SSE, visit www.sse.com/beingresponsible.

Responsible Tax

SSE is proud to pay its fair share of tax, and seeks to operate within both the letter and spirit of the law. We will not use artificial tax avoidance schemes or tax havens.

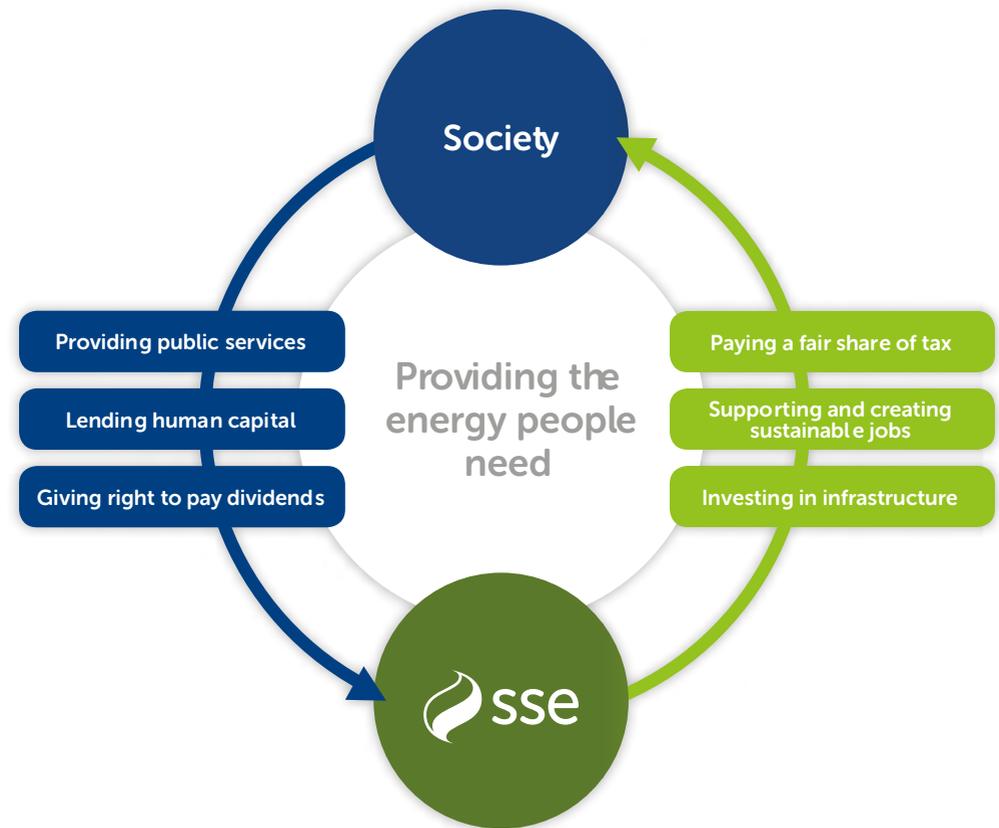


Fair Tax

As a result of our tax policy and greater openness of our tax affairs SSE has been an accredited Fair Tax Mark company since 2014.

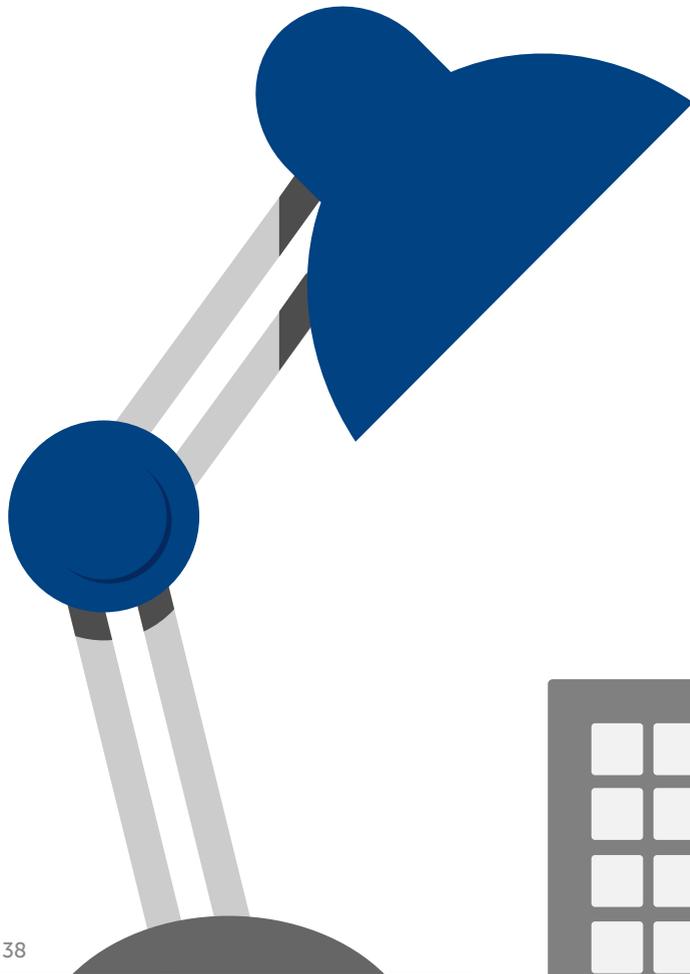
Connected to society

SSE's relationship with the society it serves and operates within is deeply interconnected. It contributes to society by fulfilling its core purpose of delivering reliable and sustainable energy but equally it relies on society to enable it to do those things. SSE therefore seeks to be a responsible member of society by respecting those connections and seeking to share value with the societies in which it operates.



Key contacts

Outlined below are important contact details you might need. We also outline the different teams in SSE who can help you if you are unsure, need more information or have a question. Please do get in touch if you have a query or a concern about any of the issues outlined in this Code.



1. Speak up

Safecall is an independent first point of contact for people who feel they cannot raise concerns about wrong doing via their line manager or other internal procedures.

Call **0800 915 1571** in the UK or **1 800 812 740** in Ireland

Report online at www.safecall.co.uk/report or email sse@safecall.co.uk

2. Employee Emergency number

To report a significant safety, health or environment incident; actual or suspected criminal activity or an IT information or cyber security incident.

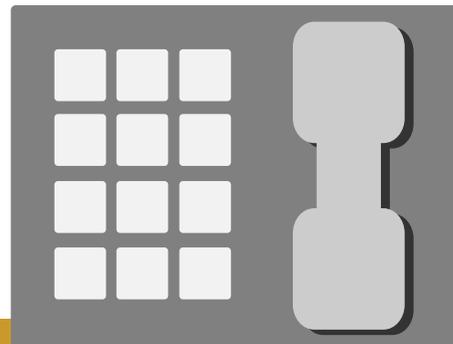
Call **0800 107 3207** in the UK or **1 800 927 219** in Ireland

3. Safety, Health and Environment Team (SHE Team)

The SHE Team are the first port of call for any general questions or concerns you may have about the management of safety, any issues relating to environmental protection or the promotion of healthy working lives.

Incidents must be reported on the Employee Emergency number above.

Email safety.team@sse.com



4. Information Risk and Security

General queries or advice relating to information and cyber risk, call the team using the Employee Emergency number:

Phone: **0800 107 3207** (UK) | **1 800 927 219** (ROI) and select from one of the following options:

Report a Cyber Security Incident: choose option 5, at the next menu choose option 1

General Information Security Enquiry: choose option 5, at the next menu choose option 2

Email: information.security@sse.com

5. Legal Team

Any questions relating to any of the laws referred to in the Code can be directed to SSE's Legal Team. That includes questions about Competition Law, Data Protection and Bribery and Corruption.

Email: legal.services@sse.com

6. Company Secretarial Team

Questions relating to potential or actual Conflicts of Interest, Hospitality and Share Dealing should be directed toward the Company Secretarial Team.

Call: **01738 455113**

7. Regulation Team

Any regulatory questions, including queries relating to REMIT should be directed to SSE's Regulation Team

Email: regulation.mailbox@sse.com

8. Business Separation

For business separation breaches email the Business Separation Compliance Officer: bsco@sse.com

9. Human Resources Team

Your business HR contact can help you with any HR issues, including advice on Equalities or Harassment. If you don't know who that is, email: askhr@sse.com

Any questions relating to the Living Wage email: living.wage@sse.com

10. Media and Corporate Affairs

Any media or press enquiries should be directed to the media team in Corporate Affairs.

Call: **0845 076 0530** (Great Britain)
+44 (0) 28 9043 6863 (Northern Ireland)
+353 (0) 1 655 6888 (Republic of Ireland)

Any queries relating to SSE's political activities, internal communications or sustainability should be directed to SSE's Corporate Affairs team.

Email: corporate.affairs@sse.com

The policies

This guide gives a summary of policies that are designed to help you do the right thing.

Should more detail be required please refer to the policies below, all of which are available on the Document Library, accessed through ssenet. A policy defines what the SSE Group approach to a subject will be. It is a high-level document, usually a brief statement on a key area of corporate conduct or responsibility. Policies are authorised by the Executive Committee via the Company Secretarial team.

We've also introduced procedures and work instructions. A procedure describes a process to be followed to comply with a business or regulatory requirement or policy and are usually authorised by a senior manager in the relevant business area.

The list below is not a full representation of all the policies that govern SSE, just the main policies relevant to our ethical business conduct. If more information is required about other policies please use the search function on the Document Library.

Speak up

Speak Up Policy – Whistleblowing PO-COR-034

Do no harm

SHE and Major Accident Prevention Policy PO-SHE-001
SSE Data Protection Policy PO-COR-DP-001
Information Security Policy PO-COR-IS-001
SSE IT Acceptable Use Policy PO-COR-IS-011
SSE Data Management and Retention Policy PO-COR-036

Trading fairly

SSE Share Dealing Code Policy PO-COR-040
SSE Anti-Bribery Policy PO-COR-052
SSE Group Compliance Policy PO-COR-053
SSE Procurement Policy PO-PRS-001

Respecting each other

SSE Human Rights Policy PO-COR-044
SSE Diversity and Inclusion Policy PO-COR-055
SSE Employee Standards Policy PO-COR-042

Open and accountable

SSE Disclosure Policy PO-COR-022
SSE Share Dealing Policy PO-COR-040
SSE Political Engagement Policy PO-COR-025

Being Responsible

SSE Sustainability and Corporate Responsibility Policy PO-COR-033
SSE Group Taxation Policy PO-FIN-008

