



CODE OF CONDUCT

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PURPOSE

To gain the trust and respect of employees, customers, providers and the public in general, it must be clear that we adhere to a strict code of conduct and demonstrate high standards of integrity and value.

A summary of areas covered by this policy is detailed below. Should you have any questions in relation to this document, please speak to your line manager:

- General principles
- Conduct towards others
- Communicating with others
- Cooperating with others
- Honesty, trust and loyalty

GENERAL PRINCIPLES

As an employee, you have a responsibility to perform duties adhering to recognised and documented procedures and training.

Actions outside these restrictions could have legal implications for:

- Our clients
- You, as an employee, and your employment
- Suppliers, the public or other services

CONDUCT TOWARDS OTHERS

When working with others, remain tactful, reassuring, patient, understanding and sympathetic. Look out for signs of anxiety and pressure and respond appropriately:

- Recognise and respect colleagues, customers, suppliers and others that you come into contact with
- Demonstrate a personal and professional commitment to equality and diversity
- Treat all people considerately and with understanding
- Listen and respond to colleagues concerns and preference

- Show respect for customs, values and beliefs which may be different from your own (see equal opportunities and dignity at work policy)

COMMUNICATING WITH OTHERS

Communicating is about transferring messages from one person to another. Effective communication is very important. Various factors can hinder communication, including anxiety, pain, stress, language and cultural barriers.

We all have a duty and responsibility to make every effort to communicate with colleagues, customers and others when required in the right way. Attitude can affect the ability to understand and be understood.

COOPERATING WITH OTHERS

- You are accountable to your line manager and should report to them as appropriate
- Respect the skills, expertise and contribution of colleagues
- Communicate effectively and share knowledge, skill and expertise with other members of the team
- Work with your colleagues to maintain the quality of work

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- Treat colleagues fairly and without discrimination
- Remain responsible for your own actions and seek advice and support from senior colleagues when necessary
- Consult and take advice when appropriate
- Respect people's right to confidentiality and use information only for the purposes for which it is given

HONESTY, TRUST AND LOYALTY

- Behave in a way that upholds the reputation of the company
- Refuse any gift, favour or hospitality that might be interpreted as an attempt to obtain preferential

treatment or service

- Do not ask for or accept loans from colleagues
- Act without delay if you believe that you, a colleague, or anyone else may be putting someone at risk

FURTHER INFORMATION

The company will review policies and procedures periodically to reflect changes in legislation, good practice, etc.

ADDITIONAL RELEVANT POLICIES

- Equal opportunities and dignity at work policy

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