Conduct Policy

Policy Statement
The Company is committed to maintaining a high standard of professional conduct. All employees are expected to behave in a manner that upholds the values, reputation, and operational integrity of the Company. This policy sets out expected behaviours both during and outside working hours.

Conduct at Work
Employees are expected to:

- Be punctual at the start of their working day and adhere to scheduled break times.
- Maintain satisfactory attendance levels and comply with the Company's absence reporting procedures.
- Be courteous, helpful, and professional in all interactions with colleagues, clients, and external partners.
- Treat colleagues, clients, suppliers and other stakeholders with dignity and respect. Bullying, harassment, discrimination, victimisation, or any conduct that creates an intimidating, hostile, degrading, humiliating or offensive environment will not be tolerated. The Company is committed to providing a workplace free from sexual harassment and expects all employees to contribute to a respectful working environment. Reports of sexual harassment will be treated seriously and addressed promptly in accordance with Company procedures.
- Focus their time and attention on work-related duties while on Company premises or during working hours.
- Ensure Company property — including confidential information, records, equipment, and IT systems — is safeguarded and used appropriately.
- Promptly raise any issues that may affect work performance with a Director or appropriate manager.
- Comply with all Company policies, procedures, and the terms outlined in their Contract of Employment.
- Avoid any conflict of interest involving competitors or actions that may compromise the integrity of the Company.

Conduct Outside Working Hours
Although the Company does not ordinarily intervene in personal activities outside of working hours, certain actions can become relevant if they impact the Company adversely.
Employees should be aware that:

- Behaviour outside work that leads to adverse publicity or brings the Company into disrepute may result in disciplinary action.
- Actions resulting in a loss of client trust, business relationships, or the integrity of the individual in their role may be considered misconduct.
- The degree of reputational or operational damage caused to the Company will determine the seriousness of the offence and the level of disciplinary action taken.
- In cases where conduct causes significant embarrassment or harm to the Company’s reputation, this may constitute gross misconduct and could result in summary dismissal.

Disciplinary Process
Any allegation of misconduct will be investigated fairly and impartially. Employees will be informed of the concerns raised, given an opportunity to respond, and may be accompanied at formal disciplinary meetings in accordance with the Company's disciplinary procedure. Employees maintain the right to appeal any decisions in line with those procedures.

Monitoring and Review
This policy will be reviewed annually or sooner in response to legal or operational changes.

Document Control and Accountability

- Review date: 23/09/2027
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