



Code of Conduct

Reviewed April 2020

1. Introduction

- 1.1.** The I-BOS Interiors Code of Conduct is a set of principles that define the standards of conduct and behaviour expected of all staff, to ensure that we all act safely and reasonably in our daily work.
- 1.2.** For most staff, this Code of Conduct will serve only to confirm what is already their practice. Should any member of staff have any doubts about the advice contained within this document, they should consult with a member of the leadership team.

Note: for ease of reading, this Code of Conduct uses the term 'staff' throughout. Where this generic term is used, in practice, this means all employees and subcontractors.

2. Objective

- 2.1.** The objective of this policy is to ensure that all staff are aware of and abide by an agreed code of conduct and performance.
- 2.2.** The I-BOS Interiors Code of Conduct is not exhaustive or considered in isolation and will be used in conjunction with other appropriate policies and procedures. It is not intended that this Code will answer every question or provide solutions to every scenario, instead it is intended that it offers guiding principles to help staff make informed decisions whilst carrying out their work.

3. Who the Code applies to

- 3.1.** All I-BOS Interiors staff must adhere to the principles and requirements contained in this Code. This includes part-time, casual, contract and temporary employees. If you are a manager or supervisor, you have a particular responsibility to lead by example and act according to the Code of Conduct. Breaches of this policy may be viewed as serious and could be considered under other policies, e.g. Disciplinary. However, I-BOS will seek to provide relevant training and development to assist staff in achieving the required levels of conduct where possible and appropriate.

4. Standards of Service

- 4.1.** Staff members are expected to give the highest possible standard of service to I-BOS Interiors.
- 4.2.** In performing their duties, staff members must, at all times, act with integrity, honesty and objectivity. Should they have reason to believe that their role may involve any potential conflict of interest this must be declared before an issue arises.
- 4.3.** All staff should set examples of behaviour and conduct. Staff must, therefore, at all times, avoid using inappropriate or offensive language.

- 4.4. In the event of any staff member being cautioned or charged by police in relation to any criminal matter, having a conviction pending or being convicted by a court of any criminal offence, they must immediately inform a member of the leadership team.
- 4.5. Staff must never be under the influence of alcohol (or any substance which may affect their ability to carry out their duties) whilst at work. Staff must also seek medical advice if they are taking medication which may affect their ability to carry out their duties and must inform a member of the leadership team in the event of such a situation arising.
- 4.6. Staff members are expected to bring to the attention of a member of the leadership team, through agreed procedures (and without fear of recrimination), any impropriety or breach of procedure.

5. Accountability of staff

- 5.1. All staff are accountable for their decisions and actions whilst at work. They must respect and adhere to senior management, ensuring that decisions are not ignored or undermined.

6. Health & Safety at Work

- 6.1. Health and safety is about preventing accidents and promoting a healthy and safe work environment for staff and the general public who come into contact with our projects.
- 6.2. It is imperative that staff comply with the provisions of the Health and Safety at work legislation and the I-BOS Interiors Health and Safety policy.
- 6.3. All staff must:
- take personal responsibility for helping to ensure a safe working environment
 - report any accident or injury through the appropriate channels
 - ensure they have received the relevant training for carrying out their duties

7. Equality & Diversity

- 7.1. I-BOS recognise, acknowledge and value difference across all people and their backgrounds including gender, race, age, marital status and ability.
- 7.2. In line with the I-BOS Equality and Diversity Policy all staff are expected to work to eliminate discrimination and promote equality and inclusion, contributing to a positive work environment where everyone feels appreciated, respected and valued for his or her differences.
- 7.3. All staff must:
- treat others with respect;
 - not discriminate unlawfully against any person

- adhere to the Equality and Diversity Policy and treat others equally, regardless of ability, gender, age, sexual orientation, race or position within the company
- treat all other staff members, clients and members of the public professionally and courteously at all times

8. Conflicts of Interest

- 8.1.** The off-duty hours of staff members are their own personal concern. However, staff members must not put themselves in a position where there is a conflict of interest between their job and personal interests.
- 8.2.** Staff members must declare in writing any financial or non-financial interests that could, in any way, conflict with I-BOS Interiors interests.
- 8.3.** If staff members are in any doubt regarding the matter, they should make a declaration to a member of the leadership team so that an independent judgement can be made.
- 8.4.** Staff members are required to disclose any personal interest that may conflict with I-BOS Interiors interests, such as involvement with a group or organisation which may seek to influence any I-BOS Interiors' policies.

9. Other Employment

- 9.1.** Staff members who are directly employed by I-BOS Interiors (regardless of their post and whether this is whole or part time, permanent, temporary or casual etc) must seek the consent of a member of the leadership team and make a written declaration (an oral declaration is not sufficient) before engaging in any other work or business which might relate to their duties at I-BOS Interiors or might constitute a conflict of interest with their current position. This includes paid or unpaid work and will include one-off pieces of work as well as regular employment.
- 9.2.** Any other business carried out by a staff member (authorised by I-BOS Interiors) must not be carried out in I-BOS Interiors' time or make use of any I-BOS Interiors' facilities.

10. Gifts and Hospitality

- 10.1.** The giving or receiving of gifts and hospitality is deemed acceptable. However, this should not be done in order to benefit oneself or I-BOS Interiors. There must always be a legitimate business reason for the exchange of gifts and hospitality to prevent a conflict of interest or inhibit objective decision making.
- 10.2.** Staff must not, either directly or indirectly, accept any gift, reward or benefit from an individual or any group or organisation with whom they are brought into contact by reason of their duties, other than:
- small gifts of modest value or advertising nature, such as calendars, diaries, mugs, inexpensive pens or other similar items
 - small gifts offered during official authorised hospitality, such as gifts on the conclusion of any courtesy visit of a type normally given by that organisation

Any goods, other than those listed above, gifted to staff must be declined or returned

10.3. All staff must:

- exercise discretion in offering and accepting hospitality. Staff members should bear in mind how it might affect their relationship with the party offering it and how it might be viewed by colleagues and other potential suppliers/contractors
- handle the refusal of gifts or (offers of) hospitality with tact and courtesy

10.4. When considering offers of hospitality staff members should consider whether:

- the invitation comes from an organisation likely to benefit from the connection with I-BOS Interiors
- the organisation is seeking (or has already been awarded) a contract with I-BOS Interiors
- the hospitality is being offered on a frequent basis
- the hospitality is being offered solely to the member of staff concerned or to others as well
- the hospitality is purely a social or sporting event as opposed to an event which the staff member is attending in an official capacity
- the scale and location of the hospitality is proportionate to the event
- the event takes place outside of normal working hours
- the business element of the hospitality is genuinely instructive or whether the hospitality constitutes more of a social function

10.5. In all instances where staff members wish to accept hospitality, they must seek, in advance, approval in writing from a member of the leadership team, except either where the hospitality is limited to that of a minimum common courtesy, or where the hospitality is being offered to all of the delegates and forms an integral part of a conference or seminar.

10.6. All gifts and offers of hospitality or gifts (including inducements such as air miles, trading discounts, vouchers etc) over the value of £10 must be declared (including those that have been declined).

11. Environmental

11.1. I-BOS Interiors recognises that day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible.

11.2. All staff are responsible for ensuring they comply with the company Environmental Policy Statement.

11.3. All staff must:

- understand the environmental risks and impacts associated with their daily work and look for opportunities to reduce them
- report any environmental hazard within the work area through the appropriate channels

12. Information Management and Security

- 12.1.** No confidential information, politically or commercially sensitive information, or personal information protected by either the Data Protection Act or General Data Protection Regulation (GDPR) should be released to anyone without proper authorisation from the Compliance Director or Finance Director.
- 12.2.** Staff members must not use any information obtained in the course of their employment for personal gain nor pass it on to others who might use it in such a way.
- 12.3.** If staff members are in any doubt about disclosing information then they are expected to seek guidance from the Compliance Director or Finance Director.

13. Email

- 13.1.** An I-BOS Interiors email address will be provided to all staff. This email address should be used to conduct company business.
- 13.2.** Any information which I-BOS Interiors holds is potentially disclosable to a requester under any of the applicable laws. This includes emails.
- 13.3.** Users need to be sure that they are not breaching any data protection legislation and information handling procedures when using the email facility. This could include but is not limited to:
 - passing on personal information about an individual or third party without their consent
 - keeping personal information longer than necessary
 - sending personal information to a country outside the EEA
- 13.4.** Emails form part of the official records of I-BOS Interiors; they are not private property. Emails are treated as a legal form of written communication, and as with other forms of communication, care should be taken to avoid communicating information that may be regarded as unsuitable or unacceptable.
- 13.5.** Emails should be used carefully when transmitting personal data. Any email containing personal information about an individual may be liable to disclosure to that individual under the Data Protection legislation.
- 13.6.** Company email should not be used to communicate any content that is pornographic, illegal, obscene or defamatory, or in connection with activities (including impersonation, bullying or harassing, malicious, discriminatory, offensive or abusive comments about ethnicity or nationality, gender, disability, age, sexual orientation, appearance, religious belief and practice, political belief or social background, or to promote acts of terrorism or violence) which could result in criminal or civil actions against an individual and/or I-BOS Interiors. Staff who receive emails with such content from other employees or external parties should report the matter to a member of the leadership team. Company email should be used in a professional

manner and must not relate any phrases or remarks that may be offensive directly or indirectly.

13.7. Company email must not be used to register an account on any system or site not related to I-BOS Interiors e.g. social media networks, online stores and personal cloud services

13.8. All information processing resources of I-BOS Interiors, including email, are provided for legitimate use. Without prior notice, I-BOS Interiors maintains the right to access an email account to allow the continuity of business where the account owner is on a prolonged absence, or where there is a reasonable cause to believe an email account is being used inappropriately, to investigate all messages communicated through email.

14. Social Media

14.1. I-BOS Interiors recognises that staff may want to access or contribute to social media sites using their own equipment outside their hours of work or in their personal time. This includes authorised breaks.

14.2. Staff are personally liable for any comments, images and information they may post. This includes posting information, images or making comments that are:

- speculative, derogatory, discriminatory, could bring I-BOS Interiors into disrepute or impact negatively on the company's reputation
- sensitive or confidential information
- about clients or staff which could cause offence, even if names are not mentioned
- images that are discriminatory or could amount to bullying or harassment
- about a work-related grievance. Staff are reminded that any grievance should be raised using the Grievance Policy

14.3. Staff should be aware that any use of social media, whether or not accessed for work purposes, may be monitored and, where breaches of policy are found, action may be taken under the Disciplinary Policy