

Code of Ethics

All members agree to the following code:

'We endeavour to make our clients' experiences a positive one and meet or exceed all agreed and reasonable expectations, thereby providing value from our relationship.'

In doing so we will:

- act with honesty, integrity, courtesy and fairness
- take time and make efforts to understand our clients' requirements, make appropriate recommendations, and fully implement agreed solutions to address these needs
- be realistic in terms of our capability, capacity & time frames and only undertake work for which we are skilled, qualified and able to successfully implement
- communicate in an open and timely manner
- value the trust placed in us by our clients and commit to actions and improvements in-order to maintain high levels of client satisfaction
- define and publish our own complaints process, with identified and published contacts, and adhere to this policy in resolving any issues in a timely manner. The principles guiding this process will include accessibility, objectivity, confidentiality and open communications
- comply with all applicable laws, including those affecting:
 - the health & safety of both our clients and our employees
 - maintain appropriate levels of business insurance for the work undertaken, including public liability and other insurance, such as professional indemnity & employee liability insurance, as required
 - ensure our products and services are compliant to the relevant statutory & regulatory requirements
 - ensure we respect & value all employees and clients and ensure no form of discrimination is tolerated
 - Comply with relevant environmental legislation and make efforts to minimise the use of resources
 - provide a copy of a proposed contract prior to signing for the client's consideration and a copy of a signed contract for the client's records
 - keep client information confidential and in line with data protection legislation and our published privacy policy