

## CODE OF CONDUCT POLICY

We at Thames Security Management Ltd. recognize that the customers come first because without their support nothing else is possible. To be worthy of the high esteem, we must give areal value and outstanding quality of service. To this end we have set strict industry standards to focus the attention of everybody in Thames Security on the requirement for quality, within an environment of stimulation and enjoyment.

### **Duty**

It is the duty of each employee to act ethically, fairly and responsibly with everybody with whom they have dealings, to ensure that a positive and reputable image is portrayed. It is the responsibility of all Directors, Managers and Mobile Supervisors to encourage their staff to conduct themselves professionally and with integrity.

### **Honesty**

Employees must at all times act honestly and ensure that Thames Security customers and others are not misled e.g. any documents placed before a customer, which are completed by an employee, should not be amended after signature except with the express permission of the customer who must confirm his/her agreement to such changes by letter/initialing agreed changes.

### **Conflict of Interest**

Information about Thames Security, its employees and its customers is strictly confidential. It must never be disclosed to a third party. This includes details of prospective customer's requirements, sales leads and new products or services.

### **Customers**

It is the responsibility of all employees, through their personal dealings with customers, to strive to enhance the quality of relationship and service that they would wish to receive for themselves. Employees must only seek to obtain business in such a way that both their personal reputation and integrity and that of Thames Security are enhanced.

Employees must not make false or misleading claims about Thames Security and have a personal responsibility to ensure that the service delivered matches the customer's needs. The customer must be made aware of the terms and conditions attaching to any agreement used by Thames Security Management Ltd.

### **Staff**

All staff in Thames Security will be treated fairly during their employment and be given a fair opportunity to gain advancement without prejudice or preference. All staff are encouraged to contribute and contributions given should be welcomed and received without threat or ridicule. It is the duty of all Managers and Mobile Supervisors to ensure that no member of staff misinterprets encouragement to improve performance as undue pressure that conflicts with code of conflict. The Company Grievance Procedure can be exercised, without fear of reprisal, should anyone believe they are being asked or encouraged to act in a manner that contravenes the spirit of this Code of Conduct.

### **Dignity at Work**

It is the policy of Thames Security that we treat each other and anyone that we come into contact with at work with proper courtesy. Our Managers and Mobile Supervisors are committed to creating and maintaining a climate of respect amongst everybody at work.

You can help by making sure that your conduct that does not cause offence. You are responsible for your behaviour and must take care that you do not in any way offend the dignity of your colleagues. This also applies to dealings with customers and anyone else that you have contact with during the course of the working day.

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Any Conduct of a verbal, physical (including bullying) or visual nature relating to your own sex, sexuality, race, religion or disability, which causes you offence and is unwanted by you, is considered to be harassment. Such behaviour can have damaging effects on those involved and on business in general, and may be unlawful.

The Company does not tolerate harassments, and will treat it as a disciplinary matter that may lead to dismissal.

If you consider that you are being harassed at work you can ask the person responsible to stop. If you do not wish to confront the person directly or if, having done so, the harassment continues, you should talk to your line manager or director asking for their help and advice in confidence and you can also consider making a formal complaint. Management will treat any complaint seriously and will investigate as thoroughly and promptly as we can.

If your complaint is upheld, we will take steps to end the harassment. This may indicate disciplinary action against the person concerned. You will not be criticized or penalized in any way for making the complaint, unless it is made without foundation.

### **Ethical Behavior**

Honesty, integrity and proactive communication are the fundamental rules of contact between clients and us. Whatever their level, individuals have a responsibility to ensure that honesty, integrity and proactive communication is the norm in all their internal and external communications.

Good and bad news must be reviewed openly and professionally without threat or ridicule to those concerned. Improved performance and added value are a constant goal from which recognition and reward is to be shared.

### **Remember**

Any breach of this Code of Conduct Policy will be subject to the company's Disciplinary Procedure in a positive endeavour to meet these necessary high standards. Employees should be aware that certain breaches of this code might render them liable to summary dismissal.

Examples of misconduct include: -

- Accepting or offering bribes.
- Falsification or misrepresentation of records such as customer records and legal records.
- Conduct bringing either the employee or Thames Security into disrepute.
- Any act of race, sex, disability or other unlawful discrimination.
- Bullying or harassment.
- Behaving unethically.
- Abuse of the Company's business systems for the unlawful/unacceptable transmission/receipt of information.
- Any major breach or continual minor breaches of our general code of conduct.
- The use of unreasonable force in line with our guidance notes.

A handwritten signature in black ink, appearing to read 'S Graham'.

**Mr S Graham**  
Managing Director