

## CODE OF CONDUCT

The aim of this code is to communicate the commitment of our board of directors and management team to;

- creating an environment in which all persons are treated equally and with respect,
- meeting clients' needs, whilst ensuring safety in the workplace and protecting the environment.

Achieving these aims requires all staff to work in an open and accountable way with understanding and good communication at all levels with all persons, organisations and communities involved.

Internal equality procedures have been produced to cover staff remuneration, recruitment, training and promotion. These are to ensure no person receives less favourable treatment or is unlawfully discriminated against on grounds of disability, gender, sex, sexual orientation, marital status, race, colour, religious convictions, age, nationality or ethnic origin.

As well as professional training, all employees receive training in equality awareness and behavioural aspects of the workplace. This includes being informed that any improper conduct and language will be subject to disciplinary action.

Additionally, we have produced detailed procedures to help us, at all times, to be:

- **Aware of clients' needs** – On initial enquiry, we will ask clients what they need, tell them what we can do and then agree a course of action. This will be with due regard to safety, site conditions, the environment and any associated legislation or specification.
- **Considerate** – Before work starts, we will advise all those who might be affected to inform them about our activities and what to expect, so as to pre-empt or reduce possible complaints.
- **Respectful** – On site we understand that our works may cause some disruption to the public. We will always minimise any potential for pollution, noise or dust and will clearly sign diversions for traffic or pedestrians.
- **Safe** – Our supervisors will assess any perceived risks, either to our employees or any others and will implement safe systems of work at all times. Work areas will be kept tidy and waste, rubbish or litter will not be allowed to accumulate.
- **Clear** – Our reports will be written in a straightforward, logical and clear format with a minimum use of jargon so that all can clearly understand what we are saying.

Signed



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Joint Managing Director  
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