

Code of Conduct for Connecting London Limited

Introduction

Connecting London (herein after referred to as the company) has written this Code of Conduct for all employees and directors of the company. In setting out standards of operation, behaviour and reliability for all members of staff, the company can make assurances to its clients about the services and support they may expect. The company shall regularly review and update this code and ensure all employees are kept fully appraised of its requirements.

Scope

The code is intended to cover many aspects of the work and related procedures and policies undertaken by the company, its employees and agents. This document is not intended to fulfil the purpose of the more detailed and in depth purpose of the Company Operating Procedures manual or any quality assurance and management documents and procedures in place.

Responsibility

The directors of the company are responsible for the production, enforcement and updating of this code, and additionally with all other employees are responsible for adherence to the code in all matters pertaining to their work.

Auditing

As with all company procedures and work practices, the operation and adherence to this code shall be subject to internal auditing on a regular basis.

Aim

The aim of the code of conduct is to bring together those aspects of work that require individuals to be self aware and disciplined. To ensure that their own efforts reflect well on the company in the eyes of clients and that any statutory obligations and any other internal or external rules are understood and followed. The key word is "conduct", as related to each employee in the execution of their specific duties. As with any service industry company, the daily work load can span several different work skills administrative and technical Ranging from receiving enquiries, making appointments, designing and implementing IT systems right through to the final commissioning and handover of those systems. As stated previously all the work practices, policies and procedures for this work are covered in depth in other company documents. This code is specifically interested in those topics listed here, and how they relate to an individual employee.

- Punctuality
- Dress
- Holiday Requests
- Sickness Reporting
- Telephone Protocol
- Email Use
- Internet Use
- Data Protection Act
- Complaints
- Gratuities

The Code of Conduct

Punctuality

Each employee has clearly defined work times, as set out in their contract of employment. It is essential that each employee is aware of this and adheres to it. Bad time keeping not only reflects on the individual, who may be subject to disciplinary action, it also presents the company in an unfavourable light, when it affects clients. Time keeping not only applies to start and end of day, but to individual appointments with clients.

- Lateness will always be noted, and must be explained to a superior.
- Time keeping control shall be monitored by managers on a regular basis.
- Repeated lateness shall lead to a "Note To Employee File" normally in the form of a warning letter.
- 3 warning letters may result in dismissal.

Dress

Presentation and company image are very important, the old adage about first impressions is still relevant today. As such all staff, especially those that are customer facing, should look neat and tidy at all times. This enhances the perception of a professional, competent and reliable company.

- Each employee is issued with a uniform which must be worn at all times.
- The tie is optional when working in the office, but must be worn when visiting client sites.
- Managers may wear standard business dress rather than the issued uniform.
- Trainers are not acceptable footwear.

Holidays

The contract of employment sets out holiday entitlements and the rules governing it, this code specifically deals the booking procedure and compassionate leave. Variance to this code is at the discretion of a manager and under special circumstances only.

- Employees should always give as much notice as possible when submitting holiday requests, the minimum notice period is 1 month.
- Early finishes should not be requested for the final working day prior to a holiday period.
- Late starts should not be requested for the first working day after a holiday period.
- Holiday at short notice, normally a day or two, for unforeseen personal or private matters may only be granted at a manager's discretion.
 - Except for compassionate reasons this will be refused if no holiday entitlement exists.

Sickness

The contract of employment sets out the rules governing sickness. This code deals specifically with the employees responsibilities.

- An employee must contact the office on the first and subsequent days of sickness.
- A doctors certificate is required if the period of sickness exceeds 5 working days.
- On return to work after any sickness, an "Employee Self-Certification Form" form must be completed.

Telephone Protocol

The company operates a call monitoring and logging system.

Both desktop and mobile telephones are essential assets used by most employees. The complete set of rules and guidelines for their use, in specific work related situations is covered in the Company Operating Procedures. This code deals with the overall conduct of use that all employees must adhere to.

- All company telephones must be answered in the prescribed manner.
- Any voicemail or text message should be dealt with in the prescribed manner.
- Employees must not use inappropriate or bad language on the telephone.
- Telephone calls should not be regarded as proof of actions or intentions, use other written means.
- Employees **are not** expected to tolerate rudeness or abuse on the telephone.
 - It is acceptable to hang up, but report to superior straight away.
- Avoid familiarity with clients, it's often misunderstood and can lead to contempt.
- Making or receiving private calls is acceptable with following considerations.
 - Try to receive and make calls during break periods or after work.
 - Always limit call duration, remember it is primarily a company asset.
 - The company reserves right to pass on any charges incurred for private telephone use to the employee.
 - The company reserves the right to remove telephone facilities, particularly mobile from any employee who does not adhere to this code. (or Company Operating Procedures as applicable)
- Failure to comply with this code may lead to disciplinary action, including dismissal.

Internet Use

The company does employ a software solution to monitor all aspects of internet use.

The nature of the work carried out by the company precludes a requirement for internet access for all employees. There is often a need to access supplier, manufacturer, technical or other business related sites. Additionally some of the tools used by the support reps in the execution of their duties are web based and utilise internet connectivity. As such all employees have non restricted access to the internet from their desktop pc's and laptops. However the following rules must be complied with.

During business hours only work related sites may be visited.

The company IT systems must not be used to access inappropriate sites at any time.

The company IT systems must not be used to access private POP3 email accounts at any time.

Email Use

Though the company does not view employees emails as a matter of course, it reserves the right to view any employees emails when it considers that this code, the Company Operating Procedures or any other code or rules, written or verbal, statutory or otherwise has been broken.

The use of emails has grown exponentially in recent years, and like many companies Connecting London provides full email facilities for its employees to enhance and improve the support and service it offers clients. Emails may be regarded in the same way as telephones to some degree, in as much as they are both means of transmitting information; consequently the rules pertaining to their use are similar. However the ability of emails to reach many individuals (recipients), at the same time, makes it a potentially more powerful and by association a more dangerous medium. More in depth practices and policies with regard to email use in the work place are set out in the Company Operating Procedures, this code deals with the overall conduct of use that all employees must adhere to.

- All emails sent from the company must have the prescribed disclaimer included.
- Employees must only use agreed or prescribed signature blocks.
- Use formal salutations as recorded in the contacts database (service desk solution or CRM)
- All emails from clients must be acknowledged.
- No bad language must be contained in any email.
- The email system must not be used to transmit or propagate inappropriate matter, internally or externally.
- Information about any individual or company that may be subject to the Data Protection Act may not be included in an email to 3rd parties.

- The email system may be used for private purposes subject to:-
 - Try to read and send private emails during break periods or after work.
 - Always limit private email usage, remember it is primarily a company asset.
 - The company reserves the right to remove email facilities from any employee who does not adhere to this code. (or Company Operating Procedures as applicable)

- Failure to comply with this code may lead to disciplinary action and for certain cases this can include instant dismissal.
- This code relates to the company exchange mail system.
- Employees may NOT use company IT systems to access and use private POP3 email accounts.

Data Protection Act

The company is required by law to subscribe to the Data Protection Act, (DPA) which in essence requires that any data about our clients, held by the company, must be protected and secure. In accordance with this all employees must be alert to the need to ensure that no such data is transmitted or relayed in any way to 3rd parties. The company operating procedures contain the procedures and work practices for all employees and their duties, when needed these will include specific criteria to ensure compliance with the DPA.

- The single simple rule is do not transmit or relay client information to any 3rd party; if in doubt ask.

Complaints

The company operates a complaint receipt and evaluation system.

Though unwelcome the company must address and resolve all complaints to the complainant's satisfaction and when necessary, review the procedures or work practices that have failed or at least proved inadequate. As such, all complaints must be dealt with by the Service Manager or other suitably authorised person.

- Each employee must be aware of the complaints procedure. (see Company Operating Procedures)
- Any employee receiving a complaint must record all details on the complaint receipt form.
- The employee taking and recording a complaint must send an email receipt and notification of the complaint to the complainant.
- Completed complaint forms must be transmitted to a superior immediately.

Gratuities

It is both natural and complementary that from time to time gifts may be given by clients. The reason may simply be seasonal, say Christmas, or as a thank you to the company or an individual employee for a job well done. In either case it is always a welcome recognition or accolade and the company is happy that this occurs. However it is deemed prudent that any such gratuity should be reported by email to the HR representative as follows.

- Any gratuity received should be reported to Michael Thomas, the company HR representative.
- State what the gratuity is, when it was given and who presented it.
 - An individual may keep any gratuity or gift presented to them.