



BUSINESS CODE OF PRACTICE

Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, in terms of standard commercial confidentiality and protecting all personal information received while providing the business services concerned. We extend the same standards to all our customers, suppliers and associates.

Ethics

We always conduct our own services honestly and honourably and expect our clients and suppliers to do the same. Our advice, strategic assistance, and the methods imparted through our training properly account for ethical considerations and protect and enhance the moral position of our clients and suppliers.

Duty of Care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organisations, including this consultancy, should avoid causing any adverse effect on the human rights of people in the organisations we deal with, the local and more expansive environments, and the well-being of society at large.

Contracts

Our contract will usually be a detailed proposal, including aims, activities, costs, timescales, and deliverables. The quality of our service and the value of our support provide the only valid basis for continuity.

Quality Assurance

We maintain the quality of our work through constant, ongoing review with our clients of all aims, activities, outcomes, and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular progress reports.

Professional Conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and recommendations so that issues are never influenced by anything other than our clients' best and proper interests.

Equality and Discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.