



## 3T RPD® LTD CODE OF PRACTICE ISS 1

The purpose of this Code of Practice is to provide guidelines, which may be changed from time to time, and promote understanding of what is considered acceptable and unacceptable conduct and behaviour; and to encourage consistency throughout 3T RPD® Ltd and those organisations who supply goods and/or services to us, who are also expected to adhere to the standards and principles outlined within this Code of Practice.

### 1.1 Ethics

We always conduct our own services honestly and honourably, and expect our customers and suppliers to do the same. Our advice, assistance and methods by which we work, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our customers and suppliers.

### 1.2 Duty of care

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

### 1.3 Employment Standards

We conform to all applicable Employment Legislation, and:

- Provide a safe and healthy work environment (supported by a Health and Safety Policy).
- Ensure all our employees are appropriately trained in respect of harmful materials, machinery and processes.
- Conduct regular employee consultation and communication.
- Do not use child labour in any stage of providing our Services (the term "child" refers to any person under the age of 15 or under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is greatest). The use of legitimate workplace apprenticeship programs, which comply with all laws and regulations, is supported. Workers under the age of 18 shall not perform work that is likely to jeopardise the health or safety of young workers.

### 1.4 Environmental Behaviour

We recognise that we have a part to play in reducing the impact of our business on the environment and so we:

- Comply with all applicable environmental legislation.
- Have an Environmental policy that is proportionate to the environmental risk of the business.
- Manage hazardous material in accordance with applicable laws, standards and regulations.
- Follow procedures that ensure existing plant and equipment are operated in ways which minimise any adverse environmental impact.

### 1.5 Confidentiality

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

### 1.6 Contracts

Our contract will usually be in the form of a detailed proposal, including aims, activities, costs, deliverables and applicable terms. The quality of our service and the value of our support provide the only true basis for continuity. We always seek to work together with our customers' to meet their requirements, including where a third party funding provider requires more official parameters and controls.

### 1.7 Charges for Services

Our charges are always competitive for what we provide, which is high quality, tailored, specialised service. As such we do not generally offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of services to be delivered. That said, we always try to propose solutions which accommodate our customers' available budgets and timescales. Wherever possible we agree our charges and basis of charges clearly in advance, so that we and our customers can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

### 1.8 Intellectual property and moral rights

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our customers. In return we respect the moral and intellectual copyright vested in our customers' intellectual property.

### 1.9 Quality assurance

We maintain the quality of what we do through constant ongoing review with our customers, of all aims, activities, outcomes and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular feedback. We have been accredited under a number of quality assurance schemes. Further details are available on request.

### 1.10 Professional conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our customers. We operate and communicate a 'no bribes' policy in compliance with the UK Bribery Act 2010.

### 1.11 Equality and discrimination

We always strive to be fair and objective in our advice and actions, and in the way that we treat all employees, customers and suppliers. We are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability and we promote a work environment free from harassment.