

Flomatik Network Services

Code of Conduct Policy

FNS-HR-PCY-0016

V5.0

Oct 2020

Document History

VERSION	OWNER	DATE	DETAILS
5.0	HR	06/10/2020	Annual review, Reformatted & policy No. changed to reflect dept owner.

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1.0 Purpose

Flomatik Network Services (FNS) aims to operate in ways that are fair and honest, be compliant with all relevant legislation and be socially responsible. The purpose of this document is to set out how FNS will achieve this.

2.0 Scope

This policy applies to everyone working for FNS and all of the Company's business activities.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

3.0 Statement of Policy

3.1 Human Rights and Labour Conditions

3.1.1 Ensuring that Employment is Chosen

- Staff members are free to choose to work for FNS
- Staff members are free to leave FNS, after their contractual notice period is served
- FNS will never use forced, bonded or non-voluntary prison labour

3.1.2 Employment Relationships

- FNS will establish recognised employment relationships with staff members that are in accordance with national law and good practice
- All staff members will be given a clear contract of employment and the opportunity to ask questions about it
- FNS will not seek to avoid providing staff members with their legal or contractual rights

3.1.3 Freedom of Association

- FNS will not prevent or discourage staff members from joining trade unions
- FNS' staff members should be able to carry out reasonable representative functions in the workplace
- FNS will not discriminate against staff members carrying out representative functions
- Where the law restricts freedom of association and collective bargaining, FNS will facilitate alternative means of representation.

3.1.4 Living Wages

- Wages and benefits will at least meet industry benchmarks or national legal standards
- FNS will not make deductions from wages unless permitted by national law or with the permission (without duress) of the staff member
- FNS will always pay wages and basic salaries in currency and not in kind (with goods or vouchers)

3.1.5 Child Labour

- FNS will never employ staff members under 16 years of age

3.1.6 Working Hours

- Working hours will comply with national laws or industry standards.
- FNS' staff members agree that the limit in regulation 4(1) of the Working Time Regulations 1998 as amended shall not apply to their employment and that their Working Time (as defined in those Regulations) may therefore exceed an average of 48 hours for each 7 day period in the applicable reference period. Staff members must sign an opt-out agreement to that effect. Staff members may withdraw this agreement by giving 3 months prior written notice to the Company.
- Staff members may be required to work additional hours as are necessary for the proper performance of duties without extra remuneration
- FNS will not force staff members to work overtime; overtime will be voluntary

3.1.7 Treatment of Staff Members

- Under no circumstances will FNS abuse or intimidate staff members. Any staff member who is found to be abusing other staff members will be disciplined according to the Company's Disciplinary Procedure
- All disciplinary measures will be recorded
- FNS has a Grievance Procedure that is clear, easy to understand and is available on Bamboo HR.

3.1.8 Health and Safety

- FNS will assign responsibility for health and safety to a senior management representative
- FNS will have an appropriate Health and Safety Policy and Manual
- FNS will have health and safety procedures and these will be demonstrable in the workplace
- FNS' staff members will be trained in health and safety procedures
- FNS will monitor compliance with health and safety policy

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- FNS will provide staff members (excluding limited contractors) with any necessary health and safety equipment, e.g. gloves, masks, helmets
 - Working conditions will be safe and hygienic
 - FNS will identify specific hazards, e.g. substances or equipment, and will implement processes to minimise risks
 - FNS' staff members will have access to clean toilets
 - FNS' staff members will have regular breaks and have access to water suitable for drinking and washing

3.1.9 Discrimination

- FNS has a policy of equality for all in the workplace with no discrimination on the basis of race, colour, caste, religion, nationality, age, gender, gender identity, marital status, sexual orientation, disability, family circumstances, caring responsibilities, HIV positivity, working pattern, union membership or political affiliation – or any other grounds
- FNS will not discriminate against staff members who are pregnant
- FNS will endeavor to support staff members who have caring responsibilities

3.1.10 Equality

- FNS is committed to providing services that promote equality of opportunity. As an employer we are also committed to equality and valuing diversity within our workforce. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day-to-day working practices with all of our customers, colleagues, and partners
- FNS will provide equality of opportunity and will not tolerate discrimination on grounds of: gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, working pattern, caring responsibilities, trade union activity or political beliefs – or any other grounds
- FNS will provide support and encouragement to staff to develop their careers and increase their contribution to the Company through the enhancement of their skills

3.1.11 Medical Information and Disclosure

- FNS will not require staff members to disclose information that is not relevant to their employment
- Staff members may be asked about their health and medical history when this information is needed to ensure their Health and Safety at work can be protected
- Any medical information provided will be treated as strictly confidential

3.2 The Environment

FNS will give consideration to minimising negative impacts on the environment when supplying goods and services to clients. FNS' Environmental Policy states the specific objectives in this area, the plan of action to achieve them, and how performance will be measured against this plan.

3.3 Conflicts of Interest

A conflict of interest exists for staff members who use their position in the Company to benefit themselves, friends, family, or relatives. Staff members should not place themselves in a position where they are, or appear to be, under personal obligation to any person who might benefit or seek to gain special consideration or favor resulting from the relationship.

Staff members shall avoid any situation in which there is, or may appear to be, a potential conflict which could appear to interfere with the staff member's judgment in making decisions in the best interest of the Company. Staff members should exercise care in the management of their private affairs so as not to benefit, or be perceived to benefit from:

- a) the use of information acquired solely by reason of their employment; or
- b) any FNS transactions over which they can influence decisions (e.g.: purchases, sales, contracts)

There are a variety of situations that could give rise to a conflict of interest. These include but are not limited to accepting gifts, entertainment, favors or "kickbacks" from suppliers or other organizations, close or family relationships with outside suppliers or other organizations, passing confidential information to competitors or other interested parties, or using confidential information inappropriately. The following are some examples of the types of conduct and situations that can lead to a conflict of interest:

- a) Taking personal advantage of an opportunity available to FNS that the staff member learned about through their position with the Company, unless the FNS has clearly and irrevocably decided against pursuing the opportunity, and the opportunity is also available to the public;
- b) Participating in a decision by FNS to hire or promote a family member or relative of the staff member.
- c) Using their position with FNS to solicit clients for their business or a business operated by a family member or relative.
- d) Influencing FNS to make all its travel arrangements through an agency owned by a family member or
- e) relative of the employee; or
- f) Influencing or participating in a decision of FNS that will directly or indirectly result in the staff member's family members, or relative's financial or other gain.

3.4 Anti-Competitive Practice

Staff members will not, without prior written consent from a Director of FNS, directly or indirectly, on FNS' behalf or otherwise, solicit or attempt to solicit, divert, or hire away any person employed or contracted by FNS' customers or any 'Services Partner' of the customer.

3.5 Anti-Bribery

FNS is committed to conducting all business in an honest and ethical manner. FNS has a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity at all times. FNS is also committed to implementing and enforcing effective systems to counter bribery. This applies to all staff members working at all levels and grades.

3.5.1 Gifts and Hospitality

Offers of gifts and hospitality may not be accepted from suppliers or potential suppliers. This does not prohibit the giving and receiving of promotional gifts of low value and appropriate hospitality.

3.5.2 Facilitation Payments and Kickbacks

FNS does not make, and will not accept, facilitation payments or “kickbacks” of any kind. All staff members must avoid any activity that might lead to, or suggest, that a facilitation payment or kickback will be made or accepted by the Company.

3.5.3 Donations

FNS does not make contributions of any kind to political parties and no charitable donations will be made for the purpose of gaining any commercial advantage.

3.5.4 Record Keeping

- FNS will keep financial records and have appropriate internal controls in place, which will evidence the business reason for making any payments to third parties
- All expense claims relating to hospitality, gifts or expenses incurred to third parties must be submitted in accordance with FNS’ Expenses Policy and specifically record the reason for the expenditure
- All accounts, invoices, memoranda and other documents and records relating to dealings with third parties, such as clients, suppliers, and business contacts, must be prepared and maintained with strict accuracy and completeness. Accounts should not be kept “off-book” to facilitate or conceal improper payments

3.6 Business Ethics

- FNS will not engage in any forms of bribery or corruption and will not be in any way associated with any group that supports acts of violence, terrorism, or discrimination
- FNS will act with integrity and will strive to uphold the highest standards of ethical and environmental practice
- FNS will ensure, as far as is reasonably possible, that business suppliers and subcontractors are compliant with the information and standard contained in this document

3.7 Raising Concerns and Whistleblowers

Staff members are encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. All FNS staff members are able to contact their FNS Manager or the Human Resource (HR) Team about any malpractice concerns. In this instance, the individual raising the concern may become what is known as a Whistle-Blower.

This shall include any areas covered by this Code of Conduct, especially in any of the following areas:

- Deliberate damage to our business, competitiveness, and reputation
- Criminal offences
- Failure to comply with a legal obligation
- Miscarriage of justice
- Threats to an individual's health and safety
- Damage to the environment
- A deliberate attempt to cover up any of the above

A Whistle-Blower should approach their FNS Manager or the HR Team to raise a concern. In the event that a Whistle-Blower does not feel comfortable speaking to their manager or the HR Team they shall be entitled to contact the Company's Chairperson to discuss any concerns.

A meeting will be arranged with the staff member as soon as possible to discuss their concern. They may bring a colleague or union representative to any meetings under this policy. The companion must respect the confidentiality of their disclosure and any subsequent investigation.

We hope that staff will feel able to voice whistleblowing concerns openly under this policy. Completely anonymous disclosures are difficult to investigate. If staff members want to raise their concern confidentially, we will make every effort to keep their identity secret and only reveal it where necessary to those involved in investigating the concern.

The aim of this policy is to provide an internal mechanism for reporting, investigating, and remedying any wrongdoing in the workplace. In most cases staff members should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for staff members to report their concerns to an external body such as a regulator. We strongly encourage staff members to seek advice before reporting a concern to anyone external. Protect (Whistleblowing Charity) operates a confidential helpline. Their contact details are at the end of this policy.

No staff member will suffer and detriment as a result of raising genuine concerns, even if they turn out to be mistaken, so long as they have acted in good faith, on the basis of information which they believe to be true, and have not been motivated by personal gain. A staff member who feels he or she has been discriminated against as a result of whistleblowing shall be entitled to raise a grievance, as per FNS' Grievance Procedure. Those who threaten or retaliate against whistleblowers in any way may be subject to disciplinary action.

Protect (Independent whistleblowing charity)	Helpline: 0203 117 2520 E-mail: whistle@pcaw.co.uk Website: www.pcaw.co.uk
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4.0 Appendices

4.1 Definition and Acronyms

Term	Definition
Bribe	A bribe is a financial or other advantage offered or given to anyone to persuade them to or reward them for performing their duties improperly or; to any public official with the intention of influencing the official in the performance of his duties.
Facilitation Payments	Facilitation payments are typically small, unofficial payments made to secure or expedite a routine government action by a government official.
Kickbacks	Kickbacks are typically payments made in return for a business favour or advantage.
Whistle-Blower	A Whistle-Blower is a person who tells the public or someone in authority about alleged dishonest or illegal activities occurring in a government department or private company or organization. The alleged misconduct may be classified in many ways; for example, a violation of a law, rule, regulation and/or a direct threat to public interest, such as fraud, health/safety violations, and corruption

4.2 Related Documents

- FNS-HR-PRC-0006_Disciplinary Procedure
- FNSHR-PRC-0031_Grievance Procedure
- FNS-HSE-PCY-0024_Health and Safety Policy Statement and Manual
- FNS-QHSE-PCY-0104_Environmental Policy Statement
- FNS-HR-PCY-0025_Expenses Policy