

# **LABOUR STANDARDS**

## **PROFESSIONAL CONDUCT**

We have key employment policies and guidelines in place which set standards throughout the business. The key employment policies and procedures are within the Company Handbook which staff can refer to about employment. Staff can direct any questions or concerns regarding the Handbook to Managers or the Human Resources Department, who are able to assist.

### **CUSTOMER SATISFACTION**

As in all businesses, success depends upon the quality of the relationships between a Company, its employees, customers, suppliers and the general public. The impression of the Company and the interest and willingness of customers to do business with the Company is greatly influenced by its employees, who should always consider the customer as the most important part of the Company. The greater the level of harmony that is established with customers, the more that they will respect and appreciate the both the employees and the goods and services of the Company.

### **MYSTERY SHOPPING**

In order to maintain a high standard of customer service throughout the business, the Company reserves the right to check the quality of service that certain departments are providing to customers both on the telephone and via e mail. This will include the recording of telephone calls. Such checks will be conducted by trained people who will pose as customers. The results of all checks will be discussed with employees and where required, additional training and support will be provided. Should an employee consistently fail to meet the standards of customer service that have been set by the Company, disciplinary action may be taken, which may result in dismissal.

### **GIFTS AND TIPPING**

Employees may not accept or solicit any tip, gift or referral fee of any kind from a customer, supplier, vendor, representative or competitor or any other individual, in connection with their employment with the Company. Under no circumstances should an employee accept a gift in the form of cash from a customer. Furthermore, with the exception of approved promotional items e.g. coffee mugs, pens, and key rings that serve as advertising tools for the Company, employees are not permitted to provide customers or suppliers with any form of gift. In order to comply with anti-bribery legislation any hospitality or travel expenses should:

- Be made for the right reason and be given clearly as an act of appreciation. All travel expenses should be for a bona fide business purpose;
- Not place the recipient under any obligation;
- Not create any expectations in the giver or an associate of the giver or have a higher importance attached to it by the giver than the recipient would place on such a transaction;
- Be made openly. If made secretly and undocumented then the purpose will be open to question;
- Accord with stakeholder perception in that the transaction would not be viewed unfavourably by stakeholders if it were to be made known to them;
- Accord the value of the hospitality or reimbursed expense with general business practice;
- Be appropriate to the relationship and accord with general business practice and local customs;
- Be compliant with relevant laws;
- Meet the rules or code of conduct of the recipient's organisation;

- Not be overly frequent between the giver and the recipient;
- Be properly documented, including the purpose and approval given; and
- Be recorded and reported to management.

### **SOLICITATIONS**

The solicitation of buyers for any non-Company products or services, and the advertising or distribution of any non-Company literature on work premises is prohibited at all times, and is applicable to both Company and non-Company employees.

### **RESALE OF COMPANY MERCHANDISE**

Employees are not permitted to purchase any Company merchandise with the intent to resell such merchandise.

### **DATA PROTECTION**

The Data Protection Act 1998, states that certain data that Human Resources hold on individual's personnel files is defined as sensitive information. This includes any information that relates to a person's racial origin, ethnic origin, political opinions, religious beliefs, trade union membership, physical health, mental health, or sexual life and commission or alleged commission of any offence or proceedings for any offence committed or alleged to have been committed. The processing of such data requires explicit consent from individuals, unless it is to be used for ethnic monitoring purposes or the individual has made it public. Processing of data refers to using any such information for internal and external purposes. In addition to the processing of sensitive information, employees should be aware that any personal information relating to another employee to that which they have access to by way of their employment with the Company, is strictly confidential and should not be disclosed.

### **CONFIDENTIALITY**

It is the responsibility of the Company and its employees to ensure the security and privacy of all information relating to Company business transactions. All employees are required to maintain the strictest privacy in respect of customer or business information both during and after any course of employment with the Company. An employee should refer to their Manager in respect of any requests for confidential information from outside sources. Employees are not required to answer any questions or provide any information to individuals who do not work for the Company. In addition, Company records are not to be removed from the premises and no employee is permitted to take a copy of any Company records, reports or documentation, without the prior approval of their Manager. An employee will be responsible for the security and confidentiality of all keys, passwords, electronic passes, and combinations to security locks, which are given to them during the course of their employment with the Company. The violation of confidentiality within the business may lead to disciplinary action being taken which may include dismissal.

**References: Big Yellow Employee Handbook (April 2015) Page 61**