



POL/034

Integrated Management System

Last Review: 12th May 25

Next review: 12th May 26

Code of Conduct Policy

1. Introduction

This Code of Conduct policy establishes the standards of behaviour expected of all employees, contractors, and volunteers at H&M Security Services Ltd. We are committed to maintaining the highest levels of professionalism, integrity, and respect.

2. Purpose

The purpose of this policy is to:

- Define acceptable and unacceptable behaviour.
- Promote a culture of respect, responsibility, and ethical conduct.
- Protect the reputation of H&M Security Services Ltd

3. Scope

This policy applies to all employees, contractors, and volunteers associated with H&M Security Services Ltd.

4. Principles

Employees must adhere to the following principles:

- **Professionalism:** Always conduct themselves in a professional manner.
- **Integrity:** Demonstrate honesty and uphold ethical standards.
- **Respect:** Treat all individuals with dignity and respect.
- **Responsibility:** Take responsibility for their actions and decisions.

5. Professional Behaviour

- **Uniform and Appearance:** Employees must wear the appropriate issued H&M Security Services Ltd uniform, keep it clean and well-maintained, and present a neat and professional appearance.
- **Punctuality:** Employees must arrive on time for their shifts and appointments.
- **Competence:** Employees must perform their duties competently and seek assistance when required.

6. Integrity and Ethical Standards

- **Honesty:** Employees must be truthful in their communications and actions.
- **Confidentiality:** Employees must maintain the confidentiality of all sensitive information.
- **Conflict of Interest:** Employees must avoid situations where personal interests could conflict with their professional duties.

7. Respectful Conduct

- **Equality and Diversity:** Employees must respect diversity and not discriminate based on race, gender, religion, age, disability, sexual orientation, or any other characteristic.
- **Harassment and Bullying:** Employees must not engage in any form of harassment or bullying. Complaints of such behaviour will be taken seriously and addressed promptly.
- **Client Interaction:** Employees must treat clients with courtesy and respect, always maintaining a professional demeanour.



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8. Responsibility and Accountability

- **Reporting:** Employees must report any violations of this Code of Conduct, safeguarding concerns, or illegal activities to their supervisor or the designated authority.
- **Use of Company Property:** Employees must use company property and resources responsibly and not for personal gain.
- **Compliance:** Employees must comply with all company policies, procedures, and applicable laws and regulations.

9. Health and Safety

- **Safe Practices:** Employees must adhere to health and safety guidelines and practices to ensure their own safety and the safety of others.
- **Reporting Hazards:** Employees must report any hazards or unsafe conditions immediately to their supervisor.

10. Alcohol and Substance Abuse

- Employees must not consume alcohol or illegal substances while on duty or arrive at work under the influence of alcohol or illegal substances.
- Prescribed medication that may affect performance must be reported to a supervisor.

11. Social Media and Public Representation

- **Social Media Use:** Employees must use social media responsibly and not post any content that could harm the reputation of H&M Security Services Ltd.
- **Public Statements:** Employees must not make public statements on behalf of the company unless authorized to do so.

12. Enforcement

- **Disciplinary Actions:** Violations of this Code of Conduct may result in disciplinary actions, including verbal or written warnings, suspension, or termination of employment.
- **Investigation:** All reported violations will be investigated promptly and fairly.

14. Acknowledgment

Employees are required to acknowledge that they have read, understood, and agree to comply with this Code of Conduct.

The ultimate responsibility for this policy lies with the Managing Director who ensures that it is given and retains the highest of priorities. This policy and its implementation will be reviewed at least annually and updated as required.

Signed by:

Ian Henderson
Managing Director
H & M Security Services Ltd