

# Code of Conduct – Fig FM

**Effective Date:** March 2025

At FIG FM, our Code of Conduct reflects our commitment to integrity, professionalism, and sustainability. This code serves as a guideline for behaviour and decision-making across all levels of our organization, ensuring we uphold the highest standards in all our interactions.

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## 1. Purpose & Scope

- **Purpose:** To promote ethical behaviour, accountability, and a respectful work environment while advancing our commitment to sustainable practices.
- **Scope:** This Code applies to all FIG FM employees, contractors, and representatives in every aspect of our operations.

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## 2. Core Values

- **Integrity:** Act honestly and transparently in all business dealings.
- **Professionalism:** Demonstrate competence, responsibility, and respect in every interaction.
- **Sustainability:** Commit to environmentally friendly practices and continuous improvement.
- **Inclusivity:** Foster a diverse, inclusive, and supportive workplace.

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## 3. Compliance with Laws & Regulations

- Adhere to all applicable laws, regulations, and industry standards.
- Ensure all practices meet or exceed legal and ethical requirements.

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## 4. Professional Conduct

- **Respect:** Treat colleagues, clients, suppliers, and community members with courtesy and respect.
- **Accountability:** Take responsibility for actions and decisions and strive for excellence.
- **Quality Service:** Deliver services that meet our high standards of safety, efficiency, and professionalism.
- **Continuous Improvement:** Embrace learning, training, and innovation to enhance skills and service quality.

## 5. Customer & Client Relations

- **Confidentiality:** Protect sensitive client and company information.
  - **Responsiveness:** Address client needs promptly and professionally.
  - **Trust:** Build and maintain long-term relationships through consistent, reliable service.
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## 6. Environmental & Social Responsibility

- **Sustainability:** Integrate eco-friendly practices into every aspect of our operations.
  - **Community Engagement:** Support local communities and contribute positively through responsible business practices.
  - **Biodiversity:** Promote initiatives that protect and enhance local ecosystems.
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## 7. Conflict of Interest

- Avoid any personal, financial, or professional interests that could compromise impartiality.
  - Disclose any potential conflicts to management immediately and seek guidance.
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## 8. Use of Company Assets

- **Responsibility:** Use company resources and equipment efficiently and solely for legitimate business purposes.
  - **Protection:** Safeguard company assets, including intellectual property and confidential information.
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## 9. Reporting & Accountability

- **Speak Up:** Employees are encouraged to report any unethical behaviour, conflicts of interest, or violations of this Code.
  - **Non-Retaliation:** Reports made in good faith will be protected against retaliation.
  - **Investigation:** All reports will be investigated promptly, and appropriate actions will be taken based on findings.
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## 10. Enforcement & Review

- **Compliance:** Violations of this Code may lead to disciplinary action, up to and including termination.

- **Review:** This Code is subject to regular review and may be updated to reflect evolving standards and practices.



By adhering to this Code of Conduct, every member of FIG FM contributes to a culture of excellence, integrity, and sustainability. We are committed to not only meeting but exceeding the expectations of our clients, communities, and stakeholders.

For questions or clarifications regarding this Code, please contact [Insert Contact Information].