



## **Employee Conduct Policy**

### **1. Purpose**

At GEODEC we expect all employees to maintain the highest standards of professionalism, integrity, and respect in their work. This policy outlines the expected behaviour and responsibilities of employees to ensure a positive work environment, high-quality service, and compliance with company values.

### **2. Scope**

This policy applies to all employees, contractors, and subcontractors working under GEODEC whether on-site, in the office, or representing the company in any capacity.

### **3. General Conduct Expectations**

All employees must:

- Act with honesty, integrity, and professionalism in all interactions.
- Treat colleagues, clients, and suppliers with respect and courtesy.
- Follow all company policies, including health & safety, data protection, and environmental policies.
- Maintain punctuality and reliability in attendance and project commitments.
- Protect company property and client belongings from damage or misuse.

### **4. Workplace Behaviour**

#### **4.1 Professionalism & Respect**

- Employees must treat everyone with dignity and respect, regardless of race, gender, age, disability, or background.
- No form of harassment, bullying, or discrimination will be tolerated.
- Employees should maintain a positive and cooperative attitude when working with colleagues and clients.



#### 4.2 Communication

- Use clear, polite, and professional language in all verbal and written communication.
- Listen to client requirements and provide honest, expert advice.
- Avoid making false promises or misleading statements to clients.

#### 4.3 Personal Appearance & Dress Code

- Employees must wear appropriate work attire, including any company-branded uniforms.
- PPE (Personal Protective Equipment) must be worn as required on-site.
- Maintain cleanliness and presentability in appearance.

#### 4.4 Substance Abuse & Fitness for Work

- Employees must not consume alcohol or illegal drugs during working hours.
- Anyone suspected of being under the influence of drugs or alcohol will be removed from the worksite.
- Prescription medication that affects safety or job performance must be reported to management.

#### 4.5 Personal Mobile Phones & Social Media

- Personal phone use should be limited to breaks and should not interfere with work.
- Employees must not post confidential company or client information on social media.
- Any representation of the company on social media must be respectful and professional.

### **5. Health & Safety Responsibilities**

Employees are responsible for maintaining a safe work environment by:

- Following all health and safety regulations and site-specific rules.
- Wearing appropriate PPE when handling chemicals, using tools, or working at heights.
- Reporting accidents, hazards, or unsafe practices immediately.
- Keeping work areas clean, tidy, and free from obstructions.

Failure to follow health and safety protocols may result in disciplinary action.



## **6. Work Quality & Standards**

- Employees must complete work to the highest professional standards.
- Surfaces must be properly prepared before painting, decorating, or design work.
- Any mistakes or defects must be reported and corrected.
- Workspaces must be left clean and organized at the end of each job.

## **7. Confidentiality & Data Protection**

- Employees must respect client confidentiality and not disclose project details without permission.
- Personal and business data must be handled in accordance with the UK GDPR and company policies.
- No unauthorized sharing or use of client photos, financial details, or project plans.

## **8. Timekeeping & Attendance**

- Employees must arrive on time and be ready to start work at the designated time.
- Any delays or absences must be reported to management as soon as possible.
- Excessive lateness or unauthorized absences may result in disciplinary action.

## **9. Use of Company Property & Tools**

- Employees must use company tools, vehicles, and materials responsibly.
- Any damage or defects to company property must be reported immediately.
- Theft, misuse, or negligence may result in termination and legal action.



## 10. Client Interaction & Customer Service

- Always be polite, respectful, and helpful to clients.
- Address client concerns professionally and promptly.
- Do not engage in arguments or confrontations with clients.
- If an issue arises, refer it to management for resolution.

## 11. Conflict Resolution & Problem-Solving

- If a dispute arises with a colleague, client, or supplier, handle it calmly and professionally.
- Employees should report serious conflicts to management for intervention.
- Disciplinary actions will be taken for aggressive, abusive, or violent behaviour.

## 12. Disciplinary Actions & Consequences

Failure to comply with this policy may result in disciplinary action, including:

- Verbal or written warnings
- Suspension or termination of employment
- Legal action in cases of theft, fraud, or serious misconduct

Disciplinary actions will follow a fair and transparent process as outlined in the company's disciplinary policy.

## 13. Policy Review & Updates

This policy is reviewed annually and updated as needed to align with legal and industry changes.

Signed:

George Ryan Matthews

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office@geodec.co.uk