

CODE OF CONDUCT

Serply Recruitment Ltd

1. Policy Statement

Serply Recruitment Ltd is committed to maintaining the highest standards of professionalism, integrity, and ethical conduct across all aspects of its business.

We expect all individuals engaged with or through Serply Recruitment Ltd to conduct themselves in a manner that reflects positively on the business and supports safe, respectful, and compliant working environments.

This Code of Conduct sets out the standards of behaviour expected from candidates, workers, employees, contractors, and, where applicable, clients in connection with assignments and business activities.

Failure to comply with this Code may result in appropriate action, including removal from assignment or termination of engagement.

2. Scope

This policy applies to:

- Employees and representatives of Serply Recruitment Ltd
- Temporary workers and agency workers supplied to clients
- Candidates engaged in recruitment processes
- Contractors, consultants, and other individuals working through Serply Recruitment Ltd

This policy applies during all work-related activities, including:

- Recruitment and onboarding
- Assignments at client sites
- Meetings, interviews, and training
- Digital communications (email, messaging, phone)
- Any activity representing Serply Recruitment Ltd

3. Purpose

The purpose of this policy is to:

- Define expected standards of behaviour
- Promote professionalism and ethical conduct
- Support safe and respectful workplaces
- Protect Serply Recruitment Ltd, its clients, and its workers
- Provide a clear framework for addressing misconduct

4. General Standards of Conduct

All individuals must:

- Act honestly, professionally, and with integrity
- Treat others with dignity, respect, and fairness
- Comply with all applicable laws and regulations, including but not limited to legislation relating to bribery, corruption, modern slavery, and ethical business conduct
- Follow client site rules, policies, and instructions
- Maintain appropriate standards of behaviour at all times
- Avoid conduct that could damage the reputation of Serply Recruitment Ltd

5. Professional Behaviour

Individuals are expected to:

- Be punctual and reliable
- Perform duties to a reasonable standard
- Follow lawful and reasonable instructions
- Maintain appropriate appearance and conduct for the work environment
- Communicate professionally with colleagues, clients, and others

6. Equality, Respect, and Conduct

All individuals must:

- Treat others fairly and without discrimination
- Not engage in harassment, bullying, or victimisation
- Respect diversity and inclusion
- Comply with Serply Recruitment Ltd's Equality and Anti-Harassment policies

7. Health and Safety

Individuals must:

- Take reasonable care for their own health and safety and that of others
- Follow all health and safety rules and site procedures
- Use required personal protective equipment (PPE)
- Report hazards, incidents, or unsafe conditions immediately
- Not undertake work they are not trained or authorised to perform

8. Use of Equipment and Systems

Individuals must:

- Use equipment, tools, and systems responsibly
- Not misuse company or client property
- Follow any IT, security, or access policies
- Avoid unauthorised use of systems or data

9. Communication and Behaviour

All communication must be:

- Professional and respectful
- Free from abusive, offensive, or discriminatory language
- Appropriate to the workplace

This applies to:

- Verbal communication
- Emails and messaging
- Social media where related to work

10. Confidentiality and Data Protection

Individuals must:

- Protect confidential information
- Not disclose sensitive information without authorisation
- Comply with data protection requirements
- Follow Serply Recruitment Ltd's Data Protection and Confidentiality policies

11. Conflicts of Interest

Individuals must:

- Avoid situations where personal interests conflict with work responsibilities
- Declare any potential conflicts where they arise

12. Attendance and Timekeeping

Individuals must:

- Attend work as agreed
- Notify absence in accordance with the Sickness & Absence Policy
- Accurately record hours worked
- Not falsify timesheets or attendance records

13. Substance Misuse

Individuals must:

- Not attend work under the influence of drugs or alcohol
- Comply with any client-specific substance misuse policies
- Notify Serply Recruitment Ltd of any issues affecting fitness for work

14. Reporting Concerns

Any concerns regarding:

- Misconduct
- Unsafe behaviour
- Breaches of this Code

must be reported to Serply Recruitment Ltd as soon as reasonably practicable.

This policy should be read alongside:

- Whistleblowing Policy
- Complaints & Grievance Policy

15. Breaches of the Code

Failure to comply with this Code may result in:

- Removal from assignment
- Disciplinary action
- Termination of engagement
- Reporting to relevant authorities where appropriate

Serply Recruitment Ltd reserves the right to investigate any alleged breach and to remove individuals from an assignment immediately where conduct poses a risk to safety, compliance, or reputation.

16. Responsibilities

Serply Recruitment Ltd will:

- Communicate expectations clearly
- Monitor conduct where appropriate
- Take action where breaches occur

Individuals must:

- Comply with this Code
- Report concerns
- Maintain professional standards

Clients must:

- Support appropriate standards of behaviour
- Notify Serply Recruitment Ltd of concerns

17. Record Keeping

Serply Recruitment Ltd will maintain records of:

- Reported breaches
- Investigations
- Outcomes

All records will be handled securely and in line with data protection requirements.

18. Relationship with Other Policies

This policy should be read alongside:

- Equality Policy
- Anti-Harassment Policy
- Health & Safety Policy
- Data Protection Policy
- Sickness & Absence Policy

19. Monitoring & Review

This policy will be reviewed regularly to ensure it remains effective and compliant with legislation and business needs.

20. Contact

For further information regarding this policy, please contact:

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01244 646 892