

Mpower Code of Conduct

1. Introduction

1.1 This policy affirms Mpower's belief in responsible social and ethical behaviour from all employees.

1.2 This policy clarifies the standards of behaviour that Mpower expects of all employees.

2. Principles

2.1 Our employees contribute to the success of our organisation and that of our clients. Mpower fully endorse that all employees are not deprived of their basic human rights.

2.2 Furthermore, our employees have an obligation to the Organisation, our clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical Organisation practices undermine employee and client trust.

3. Procedure

3.1 Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting service provision, dealing with other employees, Clients and suppliers.

3.2 The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

Mpower staff will:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and trustworthy in the proper use of Mpower information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, client and suppliers
- Avoid apparent conflict of interests, promptly disclosing to an Mpower senior manager or executive, any interest which may constitute a conflict of interest
- Promote the interests of Mpower
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with Mpower and/or our clients
- Not offer gifts or benefits, either directly or indirectly, and offers of hospitality will be limited to token offers of basic courtesy (such as tea and coffee during a meeting); or take any action in order to entice or obtain any unfair or improper advantage
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts

- Under no circumstances may employees offer or accept money
 - Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.
- 3.3 Mpower expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.
- 3.4 Any employee in breach of this policy may be subject to disciplinary action, including termination.
- 3.5 Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the HR/Office Manager.