

# **Code of Conduct**

## **Confidentiality**

We are committed to maintaining the highest degree of integrity in all our dealings with potential current and past customers, both in terms of normal commercial confidentiality and the protection of all personal information in the course of providing the business services concerned. We extend the same standards to all customers and suppliers.

## **Ethics**

We always conduct our business honestly and honourably and expect our customers and suppliers to do the same. Our advice and strategic assistance, take proper account of ethical considerations together with protection and enhancement of the moral position of our customers and suppliers.

## **Duty of Care**

Our actions and advice will always conform to legislation, we believe that all businesses and organizations should avoid causing any adverse effect on the human rights of the customers we deal with and the well-being of society in large.

## **Conflict of Interest**

It is important to be fair and impartial in all business dealings.

We will investigate any potential conflict of interests and mitigate accordingly.

## **Contract**

Our Contract is in the form of a Deed of Covenant which is executed at the same time as completion of purchase and signed by both parties. We will always endeavour to meet our customer's contractual requirements.

## **Fees**

Our fees are based on the size of the property purchased and is stated in clause 3A in the Deed of Covenant. The Fees are a 'fixed' fee and can only be increased annually by the proportionate increase (if any) for the preceding year as per the Retail Prices Index or such other index or measurement as the Company may replace the Retail Prices Index with the Company acting reasonably.

## **Payment**

Invoices are issued in Advance for 1 year's maintenance from 1<sup>st</sup> April to 31<sup>st</sup> March and due for payment in full 14 days from the date of invoice accordance with the Deed of Covenant.

### **Professional Conduct**

We conduct our activities professionally and with integrity. We will be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interest of our customers.

### **Health and Safety**

We comply with applicable Health and Safety Laws and regulations, policies and procedures. We provide safe and healthy working conditions in order to protect human health and the environment.

### **Responding to Complaints.**

We will endeavour to co-operate with all our customers and will take any complaint against the Company seriously. All complaints are recorded.

We do not destroy or alter documents, or electronic records, lie or mislead anyone in the collection of information relating to any complaints made to the Company.

We endeavour to respond to all emails (outside holiday periods) within two working days were possible and deal with them in a sensitive and confidential manner.

### **Data Protection**

We are responsible for protecting customer resources that are held in our records. We take very seriously our obligations and responsibilities under the Data Protection Act 1998. We will manage, store and handle all information relative in a professional and confidential manner.

### **Environment and Ecology**

We have a responsibility to the Environment and as such, we engage the Professional Services and advice of Lockhart Garratt in Arboriculture, Ecology, Forestry and Woodland Management.