



# Guardian Angel Home Care Code of Conduct

## Code of Conduct:

As our business it is important for all our employees of Guardian Angel Home Care to maintain high moral and ethical standards. Some of these standards are set out in the Employee Code of Conduct.

This Code of Conduct is not intended to be exhaustive and cannot anticipate every situation which may morally or ethically compromise the employee, or Guardian Angel Home Care. In this regard Guardian Angel Home Care expects its employees to use their common sense and sound judgment. However, compliance with this Code is an obligation owed by all employees to each other and to Guardian Angel Home Care. Breach of this Code will result in disciplinary action or dismissal.

Healthcare industry continues to undergo significant changes. As a whole, these changes may make the way in which we do business more complex. Because of the continuing need to reassess and clarify our practices, the contents of this Code of Conduct will be kept on the intranet and updated as required. It is the responsibility of all employees of Guardian Angel Home Care to remain aware of, and comply with, this code.

## Guardian Angel Home Care staff will conduct themselves in accordance with the following principles:

### Confidentiality

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

### Ethics

We always conduct our own services honestly and honourably, and expect our clients and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

### Duty of care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organizations, including this consultancy, should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

## **Conflict of interest**

Due to the sensitive nature of our particular home care services, we will not provide a service to a direct competitor of a client, and we generally try to avoid any dealings with competitor companies even after the cessation of services to a client.

## **Contracts**

Our contract will usually be in the form of a detailed proposal, including aims, activities, costs, timescales and deliverables. The quality of our service and the value of our support provide the only true basis for continuity. We always try to meet our clients' contractual requirements, and particularly for situations where an external funding provider requires more official parameters and controls.

## **Fees**

Our fees are always competitive for what we provide, which is high quality, tailored, specialised service. As such we do not generally offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of services to be delivered. That said, we always try to propose solutions which accommodate our clients' available budgets and timescales. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our clients can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

## **Payment**

We aim to be as flexible as possible in the way that our services are charged. Some clients prefer fixed project fees; others are happier with retainers, and we try to fit in with what will be best for the client. We make no attempt to charge interest on late payments, so we expect payments to be made when agreed. Our terms are generally net monthly in arrears.

## **Intellectual property and moral rights**

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our clients. In return we respect the moral and intellectual copyright vested in our clients' intellectual property.

## **Quality assurance**

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular progress reports. This consultancy has been accredited under a number of quality assurance schemes. Further details are available on request.

## **Professional conduct**

We conduct all of our activities professionally and with integrity. We take great care to 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 interests of our clients.

## **Equality and discrimination**

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

## **GENERAL OBLIGATION**

Employees who become aware of a suspected violation of the Code of Conduct, whether before or after it has occurred, must promptly report it to their manager, or Human Resources. If employees are still concerned after speaking with such person or feel uncomfortable speaking with such person (for whatever reason), they may contact a member of the Senior Executives.

In addition, for matters concerning accounting, auditing or internal controls matter employees may contact the Director. A failure to report suspected violations of the Code of Conduct may result in disciplinary action.

Guardian Angel Home Care will treat all such reports strictly confidentially, to the extent possible. Where employees believe, in good faith, there are breaches under this policy, such reporting of suspected breaches are protected.