



CODE OF CONDUCT

Respia works in accordance with the Chartered Management Institute's Code of Conduct which can be found at <https://www.managers.org.uk>. Our core values are quality, collaboration, and growth. We are committed to:

1) **Behaving in an open, honest, and trustworthy manner**

- a) Being responsible and accountable for our actions and decisions.
- b) Exhibiting and defending professional and personal integrity at all times.
- c) Disclosing any personal interest which may affect our decisions.
- d) Acting reasonably and justifiably in identifying and resolving conflicts of values, including those of an ethical nature.
- e) Being truthful and transparent in all communications.
- f) Neither offering nor accepting gifts, hospitality or services which could create, or imply, an improper obligation.
- g) Ensuring compliance with all relevant legislation and regulations in the countries where we are operating.

2) **Acting in the best interests of our organisation, customers, clients and/or partners**

- a) Safeguarding and not seeking personal advantage from all confidential, proprietary, commercially sensitive, and personal information that comes into our possession, only disclosing it to those entitled to receive it.
- b) Acting in a manner which supports the organisation's overall objectives and reputation.
- c) Serving customers and clients to the highest possible standards at all times.
- d) Establishing, maintaining, and developing business relationships based on mutual confidence, trust, and respect.

3) **Continually developing and maintaining professional knowledge and competence**

- a) Striving for excellence at all times.
- b) Continuing to develop professionally, maintaining relevant knowledge and competence.
- c) Acting only in accordance with our level of capability and in accordance with the highest standards of professional behaviour and performance.
- d) Seeking support if asked to act beyond our current level of capability.

4) **Creating a positive impact on society**

- a) Treating others fairly and with respect, promoting equality of opportunity, diversity, and inclusion, and supporting human rights and dignity.
- b) Addressing the interests and needs of all stakeholders in a balanced manner.

- c) Ensuring that the environmental impact of our work is as positive as possible.
- d) Challenging and reporting conduct or behaviour which we suspect to be unlawful or unethical, and encouraging others to do so.
- e) Recognising and valuing the responsibilities we have to the communities in which we operate.
- f) Exhibiting personal leadership as a role model for maintaining the highest standards.

5) Respecting the people with whom we work

- a) Supporting colleagues to understand fully their responsibilities, areas of authority and accountability.
- b) Encouraging and assisting colleagues to develop their skills and progress their careers, valuing the contribution which they make, and recognising their achievements.
- c) Promoting, enhancing, sharing, and encouraging best management practice.
- d) Acting consistently and fairly when addressing personal performance or standards of behaviour.
- e) Having regard for the physical and mental health, safety, and wellbeing of colleagues, recognising their specific needs and the pressures and problems they face.
- f) Demonstrating respect in all interactions, whether face-to-face or virtually.
- g) Taking all necessary steps to ensure that individuals are not subjected to harassment, sexual harassment or bullying.