

## Informed Solutions' Code of Ethics

**The basis of Informed Solutions' ethical standards includes the following:**

**Government Legislation and Regulations-** Informed Solutions conducts its business so that it conforms to all applicable Government legislation and regulations.

**Standards of Professional Conduct and Trust-** It is the Company's policy to ensure integrity in its dealings with our own people and our clients, alliance partners, associates, contractors and suppliers. The Company operates an open and honest culture, whereby all members of staff must be transparent in all aspects of their work. All staff are required to be responsible and fully accountable for their performance, conduct and behaviours.

**Confidentiality-** All Informed Solutions' staff, as explained at their induction and detailed within their terms of employment, must take all reasonable precautions and measures to strictly safeguard any proprietary, confidential or business sensitive information, whether this property or information is that of the Company or its clients, alliance partners or suppliers.

**Communications with External Organisations or Individuals-** Informed Solutions' staff are prohibited from communicating with the media or external organisations or individuals on any matters concerning the Company's or our clients' activities without the prior written approval of a Company Director and where appropriate, written approval from the client, alliance partner or supplier. All staff are aware that they must not, even within personal communications or social media exchanges, bring Informed Solutions, our clients, alliance partners and suppliers into disrepute

**Gifts and Gratuities-** We adhere strictly to the Bribery Act 2010 and ensure that staff are fully aware that it is a criminal act to seek competitive advantage through the use of gifts, gratuities, entertainment or other favours. Under no circumstances may a member of staff on a personal basis, or in the name of the Company, offer or give any item of value to a client or client's representative in an effort to influence a contract award or other favourable client action.

**Conflicts of Interest-** All staff are prohibited from having or entering into other commercial or employment arrangements without the prior written disclosure and agreement of the Company.

**Selling and Marketing-** We commit that representatives of Informed Solutions will not engage in unethical or illegal activities to win a contract.

**Environmental-** A significant proportion of our work, many of our staff and a number of our clients have professional commitments and responsibilities related to environmental management and sustainability. Consequently, Informed Solutions has always recognised the importance of running a sustainable and responsible business and in particular reducing the negative environmental and social impacts across all its business operations. As a result, since 1999 we have operated a systematic and continual improvement process which aims to measure, minimise and mitigate the environmental and social impact of our professional activities. In 2010 these practices were enshrined in an accredited ISO14001:2004 Environmental Management System.

**Harassment-** It is the Company's policy that all staff are responsible for ensuring that we maintain a positive and egalitarian workplace environment free from harassment; sexual, racial, ethnic, religious, sexual orientation, disability, age or any other type of discrimination.

**Equal Opportunities and Discrimination-** Informed Solutions complies with all applicable acts and is committed to providing equal opportunities within the Company whilst avoiding any unlawful discrimination.

**Health and Safety-** We recognise that the health, safety and welfare of our staff, visitors, agency personnel, temporary and contract workers is a priority. As we strive for excellence in all facets of our business, we also aim to ensure that our workplace is as safe and healthy an environment as possible.

**Financial Integrity-** Informed Solutions is committed to responsible corporate governance, which includes meeting our commercial and financial obligations in a timely fashion.

Informed Solutions' Code of Ethics is explained and managed through our Employment Framework, including a Staff Handbook and associated policies, guidelines and procedures. All these are explained to new staff during a structured induction process and every employee must sign to indicate they understand and will comply with these. To monitor staff compliance with our Code of Ethics, we have implemented a number of controls:

- Our Senior Management Team is tasked with monitoring adherence to our Code of Ethics and other policies and guidelines, with all responsible service group managers convening weekly at Practice Management Meetings;
- Staff are required to attend regular internal communications catch-ups, as well as external training courses where required, to ensure that they are fully aware of and able to comply with the Company's Code of Ethics and all other policies and guidelines in effect across the Company;
- Individual compliance with the Company's Code of Ethics, and all other policies and guidelines, is assessed and recorded where appropriate within our regular staff performance appraisals.

Any violations of Informed Solutions' Code of Ethics are recorded and reported immediately to the Senior Management Team and escalated to Company Directors where appropriate, with the aim of quickly determining the nature of any further action(s) that may be required