



Ethics and Standards

We require everyone we work with, in whatever capacity, whether for us or with us, to do so fairly, ethically, and responsibly. We also require all our staff to act in accordance with our values standards and behaviours (as set out in our code of conduct) when providing services to you.

We take a zero-tolerance approach to all forms of bribery and corruption, and we will not tolerate it in our business or in those we do business with. Further information about our anti-bribery approach and the steps we take as an organisation to adhere to our principles is available on request.

We recognise the importance of environmental, social and governance considerations when developing our policies and service offerings. We take a holistic view of our business and our efforts in these three areas which includes ensuring that we adopt a sustainable approach in our ways of working, regularly evaluate diversity and inclusion in all our roles and opportunities, provide wellbeing support to our employees, and actively seek out opportunities for us to make a positive social impact. Our approach to governance focuses on our company's leadership, guiding the company to have a positive impact and ensuring all those that work for and with us act with integrity in all stakeholder relationships.

We aim to provide high quality services and maintain exemplary professional standards. In the event that you are not satisfied with our services you should speak to the relevant staff member in the first instance. If this is inappropriate, please contact one of the Directors or alternatively you may submit a formal written complaint to one of the Directors at our registered office address. Any complaints will be handled sensitively and efficiently.