

12. CODE OF CONDUCT

The Code of Conduct set out below is designed to cover the main areas of the required standards of behaviour and performance. The code includes Company Rules, which all employees are required to comply with. A breach of the Company Rules will render an employee liable to disciplinary action in accordance with the Disciplinary Procedure. An instance of Gross Misconduct will render an employee liable to dismissal without notice.

12.1 COMPANY RULES

12.1.1 ATTENDANCE AND ABSENCE

Employees are required to comply with the rules relating to notification of absence, which are set out in the Company's Absence Policy and Procedure.

Employees are required to arrive at work promptly, ready to start work at their contracted starting times, and are required to remain at work until their contracted finishing times.

Employees must obtain management authorisation if for any reason they wish to arrive later or leave earlier than their normal start and finish times.

The Company reserves the right not to pay employees in respect of working time lost because of poor timekeeping.

Persistent poor timekeeping will result in disciplinary action.

12.1.2 STANDARDS AND CONDUCT

Engineers must carry their identity cards during working hours and produce them on request.

Employees are required to maintain satisfactory standards of performance at work, a high level of quality, accuracy and diligence.

Employees are required to co-operate fully with their colleagues and with management, and to ensure the maintenance of acceptable standards of politeness.

Employees are required to take all necessary steps required to safeguard the Company's public image and preserve positive relationships with its customers, clients or members of the public.

Employees are required to ensure that they do not behave in a discriminatory manner.

Employees are required to comply with all reasonable management instructions.

Employees are required to comply with the Company's Operating Policies and Procedures.

Only employees who are specifically authorised by management to do so may handle cash or receive payments from customers on behalf of the Company.

Employees are not permitted to make use of the Company's or its customers' telephone, fax, or postal facilities and services without management permission.

Any phones, pagers, etc. must be left on during all working periods and when on standby.

Mobile phones must be used for business only.

Employee's employment with the Company may in some circumstances be conditional on the approval of Third Parties on whose premises employees either work or from whom the employee either collects or makes deliveries to. If the Third Party withdraws permission for the employee to be at their site, the Company will consider all alternative arrangements that can be made in order to allow maintain continued employment by the Company. If, however, in the sole opinion of the Company, no alternative arrangements can be made, the Company reserves the right to terminate the employee's employment.

12.1.3 FLEXIBILITY

Employees may be required to work additional hours at short notice, as the needs of the business require.

Employees may be required from time to time to undertake duties outside their normal job remit.

Employees may be required from time to time to work at locations other than their normal place of work.

12.1.4 CONFIDENTIALITY

Staff must comply with the confidentiality clauses in their contracts of employment at all times. Failure to do so is a strict disciplinary offence and may result in dismissal. In addition staff are bound by the following confidentiality restrictions:

During the course of their employment, Employees will have access to Confidential Information and the Employees agree that they shall not (except in the proper course of his duties), either during their employment or at any time after its termination (howsoever arising), use or disclose to any person, company or other organisation whatsoever (and shall use his best endeavors to prevent the publication or disclosure of) any Confidential Information. This shall not apply to:

- (a) any use or disclosure authorised by the Board or required by law; or
- (b) any information which is already in, or comes into, the public domain other than through the Employee's unauthorised disclosure; or
- (c) any protected disclosure within the meaning of section 43A of the Employment Rights Act 1996.

Confidential information is information (whether or not recorded in documentary form, or stored on any magnetic or optical disk or memory) relating to the business, products, affairs and finances of the Company for the time being confidential to the Company and trade secrets including, without limitation, technical data and know-how relating to the business of the Company or any of its business contacts.

12.1.5 WORK CLOTHING

Employees are required to dress in a manner appropriate to the function in which they are engaged (refer to Liftec's Dress Code).

Employees are required to wear any uniforms or personal protective equipment provided at all times during the course of their employment and to comply with the Health and Safety rules in force from time to time. Further details are available in the Dress Code and Uniform and Appearance policy. Failure to do so may be treated as a disciplinary matter and may result in dismissal.

12.1.6 HEALTH AND SAFETY

Employees are required to gain an understanding of the Company's Health and Safety procedures, observe them, and ensure that safety equipment and clothing is always used.

All accidents, however small, must be reported to management as soon as possible, and an entry made in the Company's Accident Book. Failure to comply with Health and Safety measures will be treated as a strict disciplinary matter and may result in dismissal.

12.1.7 COMPANY PROPERTY AND PERSONAL SEARCHES

Company property and equipment must not be taken from the Company's premises unless for use on authorised and legitimate Company business.

Where an employee damages equipment belonging to the Company, either through misuse or carelessness, the Company reserve the right to make a deduction from the employee's wage in respect of the cost incurred from the damaged equipment.

All Company property, such as keys, laptops, mobile telephones, company vehicles, documents or any other items belonging to the Company must be returned in good condition and in working order on termination of employment. Employees should note that this list is not exhaustive.

The Company may request to search employees' clothing, personal baggage and vehicles. Any such search must be conducted in accordance with the Personal Search Policy

Employees are solely responsible for the safety of their personal possessions while in the Company's premises. Employees must ensure that their possessions are at all times kept in a safe place.

Employees who find an item of personal property on the premises are required to inform management immediately.

12.1.8 EXPENSES

The Company will normally reimburse employees in respect of any expenses wholly and necessarily incurred in the course of their work through petty cash or in line with set payroll procedures, against valid VAT receipts. The Company reserves the right to refuse to pay an expense claim where the expenditure is unreasonable or unnecessary.

12.1.9 ENVIRONMENT

In order to provide a cost effective service, employees are requested to use the Company's equipment, materials and services wisely. Employees should try to reduce wastage and the subsequent impact on the environment by ensuring windows are closed, unnecessary lighting and heating is not used, taps are not left running, equipment is not left switched on when no longer in use and that materials are handled with care.

In order to provide a working environment which is pleasant and healthy, smoking is not permitted anywhere on the premises or in Company Vehicles.

12.1.10 CHANGES IN PERSONAL DETAILS

Employees must notify the Company of any change in personal details, including change of name, address, telephone number or next of kin. This will ensure the Company maintains accurate personal details in compliance with the Data Protection Act 1998, and is able to contact you or another designated person in case of an emergency.