

# WORK•LIFE

## CODE OF ETHICS

### **Be kind**

At Work.Life, happiness is at the heart of our mission. It's our belief that each and every person should treat each other with **dignity** and **respect**. We do not tolerate bullying or harassment, and provide protection and support for those involved through our Disciplinary Procedure.

### **Be yourself**

We want our staff to bring their whole self to work, and seek to create an environment that encourages **free discussion and speech**, without fear of ridicule or retaliation.

### **We're inclusive**

We're committed to promoting **equal opportunities** in employment. We have set our **diversity and inclusion** goals and have policies in place to provide a fair, diverse and open place to work. We don't tolerate unlawful harassment and discrimination to others, including current and former employees, job applicants, clients, customers, suppliers, and visitors. This applies in the workspace, outside the workspace and on work-related trips or events. We embrace all cultures and demographics, and create an environment where everyone feels at home.

### **Go green**

At Work.Life, we care about the environment and its impact on our health. We endeavour to always use **local and sustainable suppliers** in order to support our community and reduce our carbon footprint. We are constantly reviewing our environmental impact to keep up with the most up-to-date technologies, and seeking out ways we can continue to improve. For more on this please visit [work.life/csr](https://work.life/csr)

### **Legal and fair work**

We are committed to complying with **health and safety laws**, and **equal and fair working laws**, in order to deliver a safe, secure and happy working environment for all our staff.

## **Accountability**

We take **responsibility** of company property, product and resources – including IT and monetary. All company assets, property, product and resources, including IT and financial assets will be used only through legal practice and means. They will also be used **sustainably** and considerately with relation to others and our surroundings.

## **We'd rather be safe than sorry**

Our promise to our members and staff is that we deliver a **safe and reliable service**, commit to improve and innovate whenever necessary, and train our staff in health and safety.

## **Our commitment to our members**

Our mission is to create the best possible **experience** for our members, putting their needs and wellbeing first. We believe in personal and tailored customer service. We are committed to fair pricing of our services, providing efficiency when dealing with complaints, and **transparent communication**.

## **It's personal – to you!**

We ensure compliance with the Data Protection Act of 1998 and provide a Data Protection Policy for our staff and members. Personal data will not be shared with any third parties without consent, unless we deem legally permitted or we have ensured **compliance** with our data protection **policy**.

## **Say no to corruption and bribery**

At Work.Life, business is conducted in an honest and ethical manner, with integrity, professionalism and fairness. We take a zero-tolerance approach to bribery and corruption and expect disclosure of any financial and in-kind contributions. Reasonable and appropriate gift giving is permitted and should be recorded. Any wrong-doing of this kind or any other unlawful activity should be reported under the whistle-blowing policy.

**[View full policy here.](#)**

## **Communication is key**

It is the responsibility of every team member to share useful information with relevant teams and colleagues, and practice transparent, **honest and open communication**.