



## Code of Conduct

At KAPAR our code of conduct (COC) company policy outlines our expectations regarding all representatives, employees and contractor's behaviour towards our colleagues, supervisors, clients and overall organisation. We promote freedom of expression and open communication. However all representatives as outlined above should follow the COC.

You should all avoid offending, participation in serious disputes & disruption within the workplace. At KAPAR we expect you to foster and well organised, respectable, professional and collaborative environment.

### **KAPPAR's Core Values...**

1. **Respect**- Defined as the deep feeling of admiration for someone or something elicited by their abilities, qualities & achievements. All employees and representatives to strive to make KAPAR respectable
2. **Justice** - The quality of being fair and reasonable. The representation of the sword in our logo is a representation of the safety and justice we strive to provide to every client.
3. **Integrity** -We are undivided in our commitment to ethical practice, we operate on strong moral principles, 10% of our profits go to causes chosen directly by our clients.
4. **Diligence**- All our staff are paid above the current industry standard rate. We do this in order to attract the best trained professionals within the industry, resulting in raising standards and better performance deliverance for all our clients.

### **Policy elements**

All KAPAR representatives are required by contractual signature to follow our COC whilst performing your duties. The components of the COC are listed below.

1. **Compliance with law**  
All employees at KAPAR must protect our companies legality. You should comply with all aspects of criminal and civil law including but not limited to ethical, environmental and fair dealing laws.
2. **Respect in the workplace**  
At KAPAR all employees and other representatives must respect our colleges. KAPAR will not allow any kind of discriminatory behaviour, harassment or victimisation. Employees and representatives should comply with KAPAR's equal opportunities policy in all aspect of your work. Any violation will result in an

immediate dismissal in line with KAPAR's discipline and reward policy.

### 3. Protection of company

All employees and representatives should treat KAPAR's property whether material or intangible with respect and care.

Employees and representatives:

- Should not miss-use company equipment or use it in carelessly
- Should respect all kinds of incorporeal property. This includes trademarks, copyright, and other property including reports and company documentation
- should only use company assets to complete their duties as outlined in standard operating procedures.
- should protect company facilities and other material properties E.G Radios, PPE, Vehicles from damage and vandalism wherever possible.

### 4. Personal appearance

- All employees and representatives must follow company dress code, basic guidelines are black boots, smart black trousers and company issued t-shirt's and jacket.
- Badges of identification are also to be displayed or made available upon request.
- Clothing is to be clean and no disrepair that could be noticeable by a third party should be present.
- Any make-up or jewellery should be kept minimal and only worn if unavoidable.
- Any question should be addressed to management and answered in a timely fashion.

### 5. Corruption

- We discourage representatives and employees from accepting gifts from any third party and prohibit bribes for the benefit of any internal or external party in line with our company value of integrity.

### 6. Job related duties and authorities

- All employees and representatives should fulfil their duties inline with the company's core values and show these values to all clients, customers, stakeholders and the community.
- Employees and representatives must not abuse their power.
- Management are required to allocate work based on requirements of the task and employees and representatives attributes. Offering a fair workload.
- **KAPAR** Expects team members to follow the team leaders instructions and complete their duties in a skilled and timely manner.
- Mentoring and training will be offered in due course.

### 7. Absence and tardiness

- KAPAR** Expects you to arrive 15 minutes before the start of your shift to allow for adequate handover.
- All schedules and Rota's should be followed.
- Exceptions can be made where extenuating circumstances are valid and

where normal working hours are not followed.

#### 8. Conflict of Interest

-At **KAPAR** we expect all employees and representatives to avoid any personal, financial or other interests that would restrict you hinder your abilities to carry out your duties.

#### 9. Collaboration

- We encourage collaboration, you should remain positive and look to upkeep a high standard of communication in order to carryout your duties effectively.

- All employees and representatives must remain open to communication from colleagues, supervisors any other stakeholders effected by the duties.

-While on shift lines of communication must be open for contact constantly.

#### 10. Benefits

-At **KAPAR** we expect that employees and representatives should not abuse company benefits this refers to any facilities, assets, subscriptions, bonus structures, or any other benefits that **KAPAR** offer.

#### 11. Policies

All Employees and representatives should be aware of company policies and procedures made available on the website.

[www.kapar.org.uk](http://www.kapar.org.uk)

#### 12. Discipline.

At **KAPAR** we may have to take disciplinary action against you as employees or representatives. This is for those who repeatedly or intentionally fail to follow our codes of conduct. Disciplinary actions will vary depending on your violation.

Possible consequences may include

-Demotion from the present position of authority

-reprimand, including continued assessment by a leading figure within the company

-Suspension or termination of contractual employment or work offered.

-Detraction of benefits, for a definite or indefinite period.

-In the event of dismissal for gross miss conduct no further monies will be paid and by signing the document you agree to this.

#### 13. Rewards

**KAPAR** understand that the people that work for us are our best asset. As a result and in order to motivate you we want to reward staff as such management are required to constantly monitor staff and award stars to staff based on performance. The bonus structure is outlined below. Each star will result in the shown amount being added to your payments.

First star

£25

Second star	£50
Third star	£75
Fourth star	£100
Fifth star	£150

Possible action that could lead to bonus;

- Providing excellent customer service.
- Constantly being punctual.
- Performing duties above the expected standard.

### Statement of fact.

By signing this document I can confirm that I have read the code of conduct in full and agree to act within its guidelines at all times, I Understand that breaching the code of conduct will lead to disciplinary action up to and including termination of duties at managements discretion.

Full Name	Date	Signed