Code of Conduct Policy

Matrix iQ
CONNECTING TECHNOLOGY WITH INTELLIGENCE

Purpose

Our Code of Conduct sets out the standards of behaviour we expect from everyone who works with us. It helps us create a workplace where people feel safe, respected, trusted and able to do their best work. This policy applies to all employees, contractors, agency workers, volunteers and anyone representing the company. We expect everyone to act with integrity, kindness and professionalism every day.

Our values in action

Everything we do should reflect our values. This means:

- Treating colleagues, customers and partners with respect.
- Being open, honest and accountable.
- Working together to solve problems.
- Acting with care and fairness.
- Owning our decisions, behaviours and impact on others.

Professional behaviour

You must:

- Behave in a way that promotes trust and confidence.
- Treat everyone with courtesy, dignity and respect.
- Communicate clearly, professionally and thoughtfully – verbally and in writing.
- Work collaboratively and support colleagues.
- Avoid behaviour that could embarrass, harm or damage the company's reputation.

Unacceptable behaviour includes (but is not limited to):

- Aggression, shouting or intimidation.
- Discrimination of any kind.
- Bullying, harassment or victimisation.
- Deliberately undermining colleagues or spreading rumours.

Equality, dignity and inclusion

We are committed to a workplace where everyone feels welcome and valued. You must never discriminate against anyone, including based on age, sex, disability, race, religion or belief, sexual orientation, gender identity, pregnancy/maternity, marital status or any other protected characteristic. Everyone has the right to be treated fairly and have equal access to opportunities.

Health, safety and wellbeing

We all share responsibility for creating a safe and healthy working environment. This means:

- Following all health and safety procedures.
- Reporting hazards, concerns or accidents promptly.
- Looking after your own wellbeing and that of others.
- Speaking up early if work pressures or stress become difficult to manage.

Use of company equipment and systems

You must use company equipment, systems and technology responsibly and for legitimate work-related purposes.

This includes:

- Keeping passwords confidential.
- Protecting company data and customer information.
- Using email, messaging tools and social platforms respectfully and professionally.
- Never accessing, storing or sharing inappropriate, offensive or illegal material.

Confidentiality and data protection

You must protect confidential information, including personal data, commercially sensitive information and intellectual property. This includes:

- Only accessing information you need for your role.
- Not sharing confidential information without permission.
- Reporting suspected data breaches immediately.

Your duty of confidentiality continues even after you leave the company.

Conflicts of interest

You must avoid situations where personal interests conflict with the company's interests. Examples include:

- Personal relationships that influence work decisions.
- Accepting gifts or hospitality that could affect judgement.
- Outside work or business interests that conflict with your role.

If in doubt, declare it – transparency avoids misunderstandings.

Speaking up

We want people to feel safe raising concerns. You are encouraged to speak up early if you see behaviour that doesn't align with our values or this Code. Concerns may relate to:

- Misconduct or unethical behaviour
- Safety risks
- Bullying or harassment
- Potential breaches of policy or law

You can raise concerns informally with your manager or formally via People & Culture. You will never be treated unfairly for raising a genuine concern.

Social media and representing the company

Be mindful of how your actions, both online and offline, affect the company. When using personal social media, you must:

- Avoid posting anything discriminatory, hateful or inappropriate.
- Not share confidential company information.
- Not imply you are speaking on behalf of the company unless authorised.

If you speak publicly or attend events as a representative of the company, you must act in line with this Code.

Fraud, dishonesty and misconduct

We take misconduct seriously. You must not engage in:

- Fraud, theft or misuse of company resources.
- Falsifying documents or records.
- Deceptive or unethical behaviour.

Such behaviour may lead to disciplinary action, up to and including dismissal.

Alcohol, drugs and substance misuse

You must be fit for work and able to perform your duties safely. Being under the influence of alcohol or drugs at work (unless prescribed and declared where appropriate) is not permitted.

Breaches of this Code

Breaches of this Code may lead to disciplinary action, depending on the seriousness of the issue. Everyone has a role in maintaining high standards – if you are unsure whether something is acceptable, ask.

Review of this policy

We will review this policy regularly to ensure it stays relevant, clear and aligned with our values and legal duties.