Code of Ethics Policy

Matrix iQ
CONNECTING TECHNOLOGY WITH INTELLIGENCE

Our commitment

At Matrix iQ, we hold ourselves to the highest ethical standards. These standards guide how we work, how we treat others, and how we make decisions.

Everyone – employees, directors, contractors, and partners – is expected to live these values every day. They're not just words on a page; they're the foundation of our culture and our success.

Who's responsible?

Chief Financial Officer: Ensures this policy is applied consistently across the business. Everyone at Matrix iQ: Shares responsibility for upholding these principles. Ethics is a team effort, and we support each other in doing what's right.

What this policy aims to do

We aim to:

- Keep improving the quality of our services, products, and operations through innovation and professionalism.
- Build a reputation for honesty, fairness, respect, integrity, and sound judgement.
- Never compromise our values for short-term gain.
- Act with personal integrity – our company's ethics reflect the ethics of our people.

Striving for excellence

We aim for excellence in everything we do. Responsibility and accountability are central to how we work. We challenge ourselves to innovate and make a difference – always with our customers in mind.

Acting with integrity

We expect everyone to be honest, transparent, and accountable. We support responsible behaviour and encourage others to do the same. Integrity is the backbone of professionalism and the key to building trust.

Respecting people

We treat everyone with dignity, civility, and respect. Under the Equality Act 2010, we do not discriminate unlawfully based on any protected characteristic. We promote a diverse and inclusive workplace where different backgrounds and perspectives are valued.

We encourage open, respectful dialogue and defend the right to express views in a tolerant environment. Team spirit means listening, learning, and growing together.

Protecting the environment

We go beyond legal requirements to reduce our environmental impact. Sustainability is part of our business strategy and daily operations. We innovate responsibly, knowing that making a difference includes protecting the planet.

Avoiding conflicts of interest

Everyone must avoid situations where personal interests conflict, or appear to conflict, with the interests of Matrix iQ, our clients, or partners. You must not:

- Offer or accept bribes, kickbacks, or improper payments
- Give gifts or entertainment to influence business decisions
- Accept gifts or benefits that could compromise your judgement

This applies to dealings with political parties, lobby groups, charities, and other organisations. We act with professionalism and accountability in every relationship.

Keeping information confidential

Employees, directors, and officers often handle sensitive information. You must protect it and never misuse it – especially in ways that could affect financial markets or breach UK laws on insider trading. Confidentiality is essential to maintaining customer trust and delivering on our promise of excellence.

Raising concerns

If you see or suspect unethical behaviour, speak up. You can report concerns to:

- Your line manager
- The Head of People & Culture

We expect reports to be made fairly and respectfully. All concerns will be handled in line with our Whistleblowing Policy. Speaking up is part of our team spirit – it helps us stay true to our values and protect what matters.