



Totalmobile

# Code of Conduct Policy

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## Document Version Control

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0.1	DRAFT		
1.0	24 <sup>th</sup> Oct 2022	Denise Flavin	Procedure for reporting and investigation of harassment and discrimination

**Approval**

Name	Title	Date	Version
Gillian Mahon	Chief People and Places Officer		
<i>(signature)</i>			

## Policy brief & purpose

The Totalmobile Code of Conduct refers to company expectations regarding employees' behavior towards their colleagues, supervisors and the overall organisation.

Although we promote freedom of expression and open communication practices, all employees are still obliged to follow a code of conduct. It is essential to avoid giving offence, participating in serious disputes and disrupting the workplace. It is also important to be a well-organised, respectful and collaborative environment.

Whilst each communication and activity is subject to its own nuances, we have defined some best practices and standards that we need each member of the team to adhere to. This ensures that we know what to expect from each other and that we can deliver a high quality and consistent service to our Customers. We are a successful business based on delivering great products and service. Good time management and effective communication is of paramount importance in achieving this.

## Scope of policy

This policy applies to all prospective or current employees of Totalmobile regardless of employment agreement or rank.

## Policy elements

Totalmobile employees are bound by the terms of their contract to adhere to specific guidelines that apply to their work. All employees are obliged to know and follow the Code of Conduct.

## Compliance with law

Employees are obliged to refrain from unlawful or offensive behavior or any activity which may bring Totalmobile into disrepute.

## Communications – Skills and behaviour

Within any company there are different personalities and in turn these affect the way people communicate with each other. Rapport is about meeting people on their own level and making them feel at ease. It is based on mutual respect and agreement. When you relate to other people you can choose one of two standpoints from which to start. You can concentrate on the difference between you, or you can emphasize the similarities between you (the things you agree on, feel and think the same about, and react the same way to).

If you emphasize the differences, it will be virtually impossible to achieve rapport. The emphasis on similarities and/or differences occurs not just in the words we use when talking to others, but in the way we express ourselves through tone, body language and attitude.

When we are in rapport with another person, our body language will naturally tend to mirror the other persons. When you are trying to establish rapport with another person, consider whether your body language is 'jarring' with theirs.

Consider for example:

- Sitting or standing position
- Movement and position of legs and arms
- Overall posture
- Walk
- Dress
- Facial expression
- Breathing

We need to be aware of our speech, and consider whether this is contributing to rapport. Consider your use of:

- Pitch
- Tone
- Volume
- Choice of words
- Jargon
- Foreign words
- Slang
- Professional terms

We need to build rapport by initially reflecting the same feelings and moods as the other person, or at least an appreciation for how they are feeling – particularly when those feelings are positive. Even where those feelings are negative, for example, the other person is tense and angry, we will need to acknowledge and respect this in order to build rapport and move the conversation forward constructively. In any discussion we need to show respect for the other person's skills, qualities, experience, beliefs and feelings.

The following top tips will help with building rapport:

- Start with the view that difference is ok
- Smile (when appropriate!)
- Establish eye contact
- Use the other person's name
- Make time for the other person
- Give the other person your undivided attention
- Listen and ask questions to understand their perspective, views, feelings etc..
- Find something in common and look for the things they are interested in
- Mirror body language and match speech
- Make the other person feel valued and respected
- Avoid being judgmental

## Active Listening

A key part of good communication is listening effectively. If we are not careful we can become so focused on trying to make sure our own view is heard, we fail to listen. Also if we don't think they are listening to us, we'll just talk louder and faster. Soon everyone is talking at top volume and nobody is listening. We need to guard against not listening to those who disagree with us.

Best practice includes:

- Ensure the speaker feels comfortable and at ease
- Listen to what the person is actually saying (not what you think they are saying)
- Work out the facts from the feelings and opinions
- Show genuine interest
- Demonstrate empathy
- Use silence to encourage the person to talk (when appropriate!)
- Avoid being judgmental
- Be aware of both yours and the speaker's body language (where possible)
- Adopt positive body language e.g. eye contact, open body posture, leaning forward, mirroring, smile, interjections
- Consider what is not being said
- Ask questions but avoid talking too much
- Reflect back what you hear to demonstrate listening, understanding and empathy
- Paraphrase and summarise what you hear

## Communication – Styles and methods

The approach to communication can often dictate its success but we often don't consider the best way of communicating before we actually do it.

There are three broad categories to consider:

- Face to Face – formal meetings, presentations, informal discussions, social events
- Telephone/Voice – Conference calls, direct calls, web meetings, voicemails
- Email/Written – formal written documents, formal emails, informal email discussions, skype messages etc.

When we write something it depersonalizes the message as we cannot pick up clues from non-verbal communication. Face to face communication allows us to pick up on emotions and attitudes better, as we can identify messages not only from the voice but also from facial expression, body language and gesture. As soon as we use the telephone we lose the clues given from body language, facial expression and gesture and when we choose email, we are relying solely on the words and written language.

Additionally, restrictions may be in place to limit the options for communications i.e. telephone support, project budget restricting face to face opportunities etc. The goal is to provide the best possible communication within these restrictions and if in doubt over approach, seeks advice from your line manager.

Written communication is a permanent record and as such requires formality in tone and presentation.

Email communication feels like a conversation because it is so spontaneous. However, remember this is also a permanent record and therefore needs thought, planning and care.

- Decide where email is the right way to communicate your message. Would an initial voice conversation be more appropriate initially followed up by an email? Particularly changes to agreed plans or news that may not be expected is usually better communicated initially in person or on the phone so that the appropriate empathy can be communicated clearly and then followed up with an email starting with 'As discussed...'
- Think about the recipient. How might they feel receiving this email? Will they understand it? How might it be interpreted? Will they appreciate any humor included? Remember that you will not be there to put it right if your message and its tone is misinterpreted.
- Think about the meaning you wish to convey and also the choice of:
  - o Style (formal or informal)
  - o Words
  - o Complexity of language
- Avoid jargon and off the cuff messages, the tone and meaning of which may be misinterpreted and cause offence. It can take less time to get it right in the first place than to put it right if the email is not received well.
- If you receive an email that annoys you, think about how you will respond before doing so. You may regret responding whilst upset. It may be better to wait a while until you have calmed down and then discuss things on the phone or in a meeting.
- Remember – the tone of the email may have been unintentional by the sender... they may not have read this best practice.
- Check the spelling, punctuation and grammar. Attention to detail is important and can affect how seriously you are taken.
- Avoid CAPITAL LETTERS, especially in Red. This can be interpreted as shouting.

- Avoid attaching 'high importance' to all emails. This can cause annoyance and those who receive your emails may start to ignore them.
- It is very important to consider who needs to receive your email. Avoid sending it to anyone unnecessarily where this can often lead to email overload. Use of CC is to be used sparingly. If you need someone to read it, send it directly to them and be clear why they are receiving it.
- Avoid sending emails to a group and exposing everyone's email address to everyone else.
- Remember that emails can have a history trail. Consider who needs to see it and is it appropriate to circulate.
- Consider appropriate times in your daily planning to reply to emails (unless this does not fit into the nature of your role i.e. Support). This will allow you to focus on work tasks as well as email responses.
- Email signatures should be set to ensure that appropriate contact details for other means of communication are provided. Check with your line manager for the latest template for this.
- 'Out of Office' replies are important when you unavailable. Make sure it is accurate and helpful, pointing them towards someone else who can help them. Remember to switch it off when you are available again.

## Communications – Meetings / minutes

As a minimum, meetings should:

- have a defined purpose with an envisaged output
- have a clear agenda defined
- have a chairperson to keep the meeting on track
- be organised with relevant attendees only
- be organised with suitable notice provided
- be timebound
- have clear minutes / actions issued within 24 hours of the meeting
- be approved – internal meetings should be agreed with your line manager as necessary
- be placed in your diary / work schedule for all to see

The key principles to adopt are:

- Meetings are to be arranged with specific goals / decisions in mind
- Meetings arranged should form part of planned activities, catered for externally as part of the original project plan and budget. If needed outside of this, Director approval needs to be sought.
- An appropriate agenda is to be defined and circulated in advance of a meeting
- An appropriate time budget should be applied to meetings
- The location of meetings should be carefully considered. A face to face has its advantages but requires travel time and costs.

## Respect in the workplace

Totalmobile employees are obliged to behave in a respectful manner towards their colleagues and strictly refrain from any kind of discriminatory behavior, harassment or victimisation.

All employees have the right to:

- Be spoken to politely
- Be treated with respect
- Expect colleagues to treat them as fellow professionals

These do not detract in any way from healthy and respectful debate and challenge which are part and parcel of normal business activity.

The following behaviours are encouraged: -

- Politeness and Courtesy
- Flexibility/ Helpfulness
- Good Communication / Responding to emails where appropriate
- Creating an excellent professional working environment
- Good Team Work
- Good Leadership
- Hard Work
- Timely work
- Being approachable
- Speaking up
- Starting meetings on time
- Finishing meetings on time
- Having meetings which are well run and are business-focused
- Striving for out-performance
- Being viewer led
- Being commercially focused
- Good House-keeping
- Cleanliness
- Tidiness
- Good Teamwork
- Taking pride in our work
- Taking ownership and responsibility
- Honesty
- Integrity



The following behaviors are not acceptable: -

- Lack of respect towards Colleagues e.g. rudeness, bad language, aggression, shouting, expecting colleagues to pick up your dirty plates or clean a mess left by you
- Lack of respect towards Visitors e.g. rudeness, parking in Visitors car- parking spaces etc
- Lack of respect towards facilities provided e.g. leaving meeting rooms in a mess; messing up the cafe

Neither of the above lists is exhaustive – they simply serve to illustrate good and bad behaviours.

All staff should encourage their colleagues to adhere to this code of behavior.

Under this code of behavior Staff and Managers alike should take swift action if they witness or are made aware of any unreasonable behaviour. If you believe a colleague's behaviour is inappropriate, then let your colleague know. If the behaviour is not rectified, you should raise the matter with the person's Line Manager or Human Resources.

Attention to this code of behavior will assist in ensuring that we always outperform.

## Reporting and Investigation of harassment and discrimination

Harassment is "unwanted conduct" which violates your dignity and creates an intimidating, degrading or offensive environment for you.

Discrimination is defined as treating one person in a less favourable than another person.

Any complaint of discrimination and/or harassment is taken very seriously at Totalmobile and staff are encouraged to speak directly to the HR team to report an issue.

As part of the investigation the HR team will investigate the complaint and follow Totalmobile Grievance policy & Harassment and Bullying Policy

## Dealing with conflict

An inevitable part of business is conflict. Whether it be disagreeing with your colleague over an approach to a task or a Customer being disgruntled at the timeframe for an activity to occur. Whilst this is never desired, it should be expected and as such managed appropriately to the best outcome possible.

Regardless of your confidence in your position, we should always look to find the middle ground and look to agree a way forward. You may have the best approach / be right but you possibly need to present information in a certain way to get others to see it as you do.

NEVER lose your temper and always treat others with respect. Whilst they may not agree with you / act unreasonably, you have to use the best practice contained in this document to see their perspective and look to find a practical way forward.

Internally, a way forward should be initially sought directly with the individual (s) involved. If this does not prove successful, highlight to your line manager or a Director for assistance.

Externally, regardless of whether you are in the right / being reasonable, we are always looking to find a way forward to maintain our relationship as Supplier / Partner. If you believe that your communication is going to bring about conflict or a situation has arisen that has resulted in conflict, ensure the Project Manager and your line manager are made aware and a plan to manage is agreed. Some people will always be challenging and need to be managed carefully.

Between colleagues, the following should be considered:

- Politeness – everyone likes to be spoken to with respect regardless of the subject matter
- Respect for differing opinions – not everyone will agree with you. Consider their perspective
- Non-aggressive behaviour – body language, tone, volume, words all need to remain non-aggressive.
- Openness – having an honest and open relationship with colleagues helps to foster a positive and productive work environment

Should communication between colleagues become challenging, your line manager should be the first point of contact to help address this.

## Company property

Totalmobile employees should treat the company's property, whether material or intangible, with respect and care. Company equipment must not be misused or used frivolously. Totalmobile facilities and other material property must not be intentionally damaged or vandalised. Such actions may invoke disciplinary and/or legal action in cases of voluntary violation.

## Dress Code

Totalmobile expects employees to observe a standard of personal appearance which is appropriate to the nature of the work undertaken, follows operational requirements and which portrays a professional approach which customers and colleagues will have confidence in. Employees are expected to observe a high standard of cleanliness and personal hygiene.

Employees must ensure that their dress is appropriate for the situation in which they are working and that they present a professional image and one that reflects sensitivity to customer perceptions. All clothes must be clean and in good shape. Employees must avoid clothes which may be deemed offensive or inappropriate. (This includes images on graphic t-shirts and sports tops)

## Professionalism

All Totalmobile employees must show integrity and high quality professionalism while executing their duties both in the workplace and when on customer sites.

Employees are strictly prohibited to accept bribes for the benefit of any external or internal party.

Mentoring and motivating is actively encouraged within Totalmobile. All Totalmobile employees must pay attention to their job duties and fulfill them to the best of their ability with integrity and respect towards the customers, stakeholders and colleagues. Supervisors and managers are prohibited from abusing their authority.

All Totalmobile employees are expected to maintain a professional atmosphere and endeavor not to disrupt the workplace for the execution of their duties or present obstacles which may hinder the work of their colleagues. It is important to respect others' work and efforts. All Totalmobile employees are encouraged to work collaboratively for the benefit of the organisation.

All employees are discouraged from abusing the benefits provided to them by the company.

## Personal Interests, Hospitality and Gifts

All Totalmobile employees must adhere to our Anti-bribery policy. There is an increasing expectation that Totalmobile will be transparent, open and accountable in all its activities. Failure to declare a gift, hospitality or interest could ultimately lead to disciplinary action.

## Policies

All employees, regardless of location or status, are obliged to be aware of and follow all the established policies and procedures which have been created and implemented by Totalmobile.