

“Our code of conduct is more than just words it is how we hold one another to account for our behaviour”

Yvonne Wood



MESSAGE FROM

THE MANAGEMENT TEAM

Over the years we have built a reputation for excellent client service, technical strength, and professionalism. Our mission is to use our experience and expertise to offer clients proactive advice and solutions to their financial and commercial problems. We commit to doing this with enthusiasm and in a timely and practical manner to ensure that our services are highly rated by clients.

To achieve this objective, we rely on our people. This requires everyone at Bennett Brooks to consistently uphold our reputation and deliver a service that our clients' expect.

Our Code of Conduct outlines the standards and ethical behaviour to which we must all hold one another to account. It is based on our core values.

The Code also details our commitments to our clients, our communities, our colleagues, and the environment. These high standards set the bar for each of us to continually raise expectations for our business, our colleagues and ourselves. Working in line with the Code allows us to fulfil our vision.

“The fundamental principles set out by our regulator are Integrity, Objectivity, Professional Competence and Due Care, Confidentiality and Professional Behaviour”

Claire Hills



OUR RESPONSIBILITIES

EVERYONE

Every member of the team has a responsibility to uphold the values and principles of the Code, and must:

- Consistently apply the Code in day-to-day activities
- Be accountable for your actions
- Challenge others to uphold the Code
- Immediately report all violations or potential violations of law, regulation, ethical standards, and our policies

DIRECTORS AND OTHER LEADERS

In addition to the above, those in leadership positions have additional responsibilities:

- Appropriately address the behaviour of those you lead
- Lead by example by upholding the values and principles of this Code and of the profession
- Promote a workplace environment that encourages frank, respectful and open communication free from fear
- Educate those you lead about the meaning and application of the Code

OUR VALUES - We Care

WORKING AS A TEAM

I actively listen to everyone's contribution
I act as a bennettbrooks team member, and break down departmental and inter office boundaries
I give, and act on, appreciative and constructive feedback
I cast a positive shadow and be aware of my effect on others
I coach others to unlock their potential
I look for ways to support others, and will ask for support when I need it
I don't abuse my position
I don't assume that I know best
I don't keep valuable information to myself
I value others and understand all behavioural styles

ESTEEM FOR THE INDIVIDUAL

I respect other people's time and 'be here now'
I encourage a balance between work and home life
I provide others with the opportunity to grow
I respect and embrace diversity at bennettbrooks
I don't take credit for other peoples' work
I don't bully or ridicule my colleagues
I don't discriminate against other people

CLIENTS ARE OUR BUSINESS

I take ownership and find solutions to resolve clients' problems
I only make promises I know I can keep, and keep them
I listen to clients and act on their feedback
I deliver a professional service to agreed timescales
I am accountable for my actions
I show an awareness of and interest in our clients' business
I don't blame others

AMBITION

I positively embrace change
I look at new ideas as a participant/supporter/coach
I am clear about my role, and the part I play in bennettbrooks
I challenge the status quo
I always look at what more I can achieve
I don't be afraid to make mistakes

RESPONSIBLE AND PROFESSIONAL

I am open, honest and professional in my dealings with everyone
I change the things I can
I am reasonable in my demands of others
I respect the profession's dress code
I am sensitive to the pressures on other staff
I don't limit myself by having a victim mentality
I don't confuse long hours with good performance

ENTERPRISING

I think creatively to solve old problems in new ways
I am willing to take risks and operate outside my comfort zone
I set stretching personal goals and be accountable for meeting them
I act in a bold and energetic way
I turn ideas into reality
I look at ways to grow the business in sustainable ways
I am not the one to stop bennettbrooks moving on

OUR COMMITMENTS

TO OUR CLIENTS

Our mission is to use our experience and expertise to offer clients proactive advice and solutions to their financial and commercial problems. We commit to doing this with enthusiasm and in a timely and practical manner to ensure that our services are highly rated by clients.

- We develop lasting relationships with our clients by understanding their business and applying our technical skills and quality of service
- We ensure that we treat clients with respect and communicate in a way that they can understand.
- We protect the confidentiality of our clients' information
- We charge honestly and appropriately for our services
- We seek feedback from our clients about the level of service they receive
- We avoid conflicts of interest
- We only make promises that we know we can keep

TO OUR TEAM

Our aim is to provide interesting work that enables individuals to achieve a balance between work and family life. We want to provide every opportunity for individuals to grow when the time is right for them.

- We support a culture that is free from discrimination and harassment and avoid partnering with those who do not share those ideals
- We support people in their career development through training and on the job opportunities
- We provide fair and competitive remuneration and are committed to the Living Wage Foundation
- We build a culture of flexibility in support of our staff and our firm's needs
- We create an environment that attracts, engages, and develops individuals to fulfil their potential
- We listen to and act on feedback from staff



OUR COMMITMENTS

TO OUR COMMUNITIES

We are committed to giving back to the communities where we live and work by giving our time, our resources, and our skills.

- We encourage local offices to assess the needs in their communities and determine how best to support them - this includes the protection of our natural environment
- We give our time, our resources, and our skills to benefit community and charitable activities and the people they serve
- We encourage staff to be involved in our communities outside work to develop their skills and offer their expertise within the community

TO THE ENVIRONMENT

We are committed to lowering our carbon footprint, reducing waste and conserving the earth's resources.

- We commit to significantly reducing the amount of paper consumed by the business
- We commit to installing green energy sources where we can
- We commit to reduce the amount of energy used within the business
- We commit to offsetting some of our carbon footprint by planting trees every year
- We commit to reducing the amount of water used within the business
- We will provide charging points for electric vehicles where we can
- We will reuse and repurpose where we can and commit to reducing the amount sent to landfill

TO THE COMPANY

We are all accountable for upholding our reputation. Actions and behaviours that are damaging have long-lasting consequences.

- We only offer services we know we are competent to deliver
- We only act for clients that meet our standards of responsibility and integrity
- We only partner with external organisations that accept our Supplier Code of Conduct
- We adhere to our policies, professional standards and applicable laws and regulations

FRAME-WORK FOR DECISION MAKING

When faced with the need to make an ethical choice ask yourself the following questions.

- Would you feel uncomfortable if everyone knew what you did?
- Could it cause loss to you, your colleagues, the public and the firm
- Is it legal?
- Is it ethical?
- Does it violate professional standards?

If the answer is yes to any of these questions do not proceed. If the answers are not clear, do not take the chance. Consult our policies and speak to a director.

If you see or suspect unethical, illegal or unsafe activity do not ignore it – tell someone in the management team. You could potentially save a potentially serious situation from harming our clients, our people, or the firm. If you are not comfortable in speaking to your department lead or it is not practical to do so, consider speaking to someone in HR or another Director. If you do not feel that your concerns are being appropriately addressed you should contact the Managing Director. The firm will not tolerate any form of retaliation against those who have reported an incident in good faith.

Violation of the Code or other policies may result in disciplinary action. Disciplinary action may also be taken against those who direct or approve violations, or who have knowledge of them and do not promptly report or move to correct them.

By adhering to the Code and behaving in accordance with our values, ethical standards, professional regulations and applicable laws, we each uphold our long-standing reputation for integrity, quality and excellent client service.

