

CODE OF CONDUCT

1. USE OF THIS DOCUMENT.

- 1.i. This document is intended to be used as guidance to all employees, associates and sub-contractors of the **Co-operative Assistance Network Limited (CAN)**. Conformance with this code is directly a part of an employee's Contract of Employment, or of Agreement of Association, or of a Sub-contracting Arrangement.
- 1.ii. This document is intended to inform all individuals and organisations with whom we work collaboratively on projects of the professional standards which CAN expects to be applied to these projects. We expect others to operate a similar code, and in the absence of any information to the contrary, will operate on the assumption that this particular code of conduct is acceptable to all collaborators.
- 1.iii. This document is intended to inform all purchasers of CAN of the Code of Conduct which they should expect to be applied to their work. If they have any reason to believe that actual performance falls short of any of these standards then CAN would appreciate immediate communication of their concerns addressed to: Quality Assurance, CAN

2. GENERAL STATEMENT

CAN undertakes to give the highest priority to the interests of its clients and will carry out work on their behalf to the highest level of competence; diligently, caringly and honestly employing all available skill and knowledge.

3 EQUAL OPPORTUNITIES

CAN operates according to Equal Opportunities Principles. Our Equal Opportunity Policy Document accompanies this Code of Conduct.

4.CO-OPERATIVE PRINCIPLES

CAN is a Workers Co-operative and operates according to the principles which guide Co-operative organisations. An explanatory document entitled "The Co-operative Principles" accompanies this Code of Conduct.

5. COMMUNICATION

CAN recognises the importance of ensuring that objectives are clear and fully shared between client and provider. CAN will always provide an initial consultation session free of charge to the client to explore and agree objectives.

CAN recognises the importance of maintaining good communication with clients at all times. Clients are entitled to be informed of progress and to be made aware of any problems or need to make changes in a project. The advice of the client will be valued. CAN recognises a responsibility to establish and maintain satisfactory channels of communication.

6. TERMS OF REFERENCE

It is important that both sides of a contract are clear as to the function of the contract, the duties of both sides and the means of satisfactory completion. Therefore CAN provides clients with a written proposal which, upon acceptance forms a contract. A proposal will contain information on

- a: the scope of the project
- b: the objectives to be achieved
- c: operating disciplines
- d: methodology
- e: time scale
- f: method of progress reporting

g: the basis for the calculation of fees, arrangements for the making of progress payments, what disbursements are to be made, the arrangement for the calculation and payment of any expenses or sub-contract fees.

7. COMPETENCE

CAN will only contract to do work which it is competent and qualified to carry out. If that competence becomes impaired in any way the client will be informed in order that the contract may be reviewed. In situations where there may be others able to provide a particular service to a higher level of competence CAN owes clients and prospective clients a duty of care to recommend alternative providers.

8. SERVICE DELIVERY

CAN operates a Quality Assurance system which ensures that the services which it delivers are of the highest possible quality. Where there is indication of a shortfall in achieving these standards CAN will take remedial action at its own expense. All efforts will be made to carry out contracts to specification and to achieve objectives, targets and indicators therein and to do so according to time schedules laid down.

9. RESPONSIBILITY FOR THE WHOLE OF A CONTRACT

CAN will normally carry out all work on a given project using its own personnel. In some circumstance it may be appropriate to sub-contract part of the work. In such circumstances the client will always be informed. CAN remains responsible for the whole of the project and will ensure that they operate the same code of conduct.

10. CONFIDENTIALITY

CAN recognises a duty of fidelity to clients. Information gathered as a result of work for clients shall be the property of those clients. CAN undertakes to take appropriate security measures to safeguard any such information or information relating to clients disclosed to CAN or its agents for the purpose of carrying out a contract. CAN will not disclose or allow disclosure of any such information without prior consultation with the client. Such information will not be used for CAN's own purposes without prior consent.

11. INDEPENDENT POSITION

CAN is an independent organisation and its work, reports and recommendations will be impartial, influenced only by relevant facts and opinions.

12. CONFLICT OF INTERESTS

CAN will not act for competitors of existing clients without agreement of all parties. CAN will inform all client of relevant connections with any commercial interest. Where a client contracts for CAN to provide a services to other end user(s) this clause will apply to both. CAN will inform clients of any change of circumstance which could threaten impartiality. CAN will disclose any corporate interest or any personal relationship of any member of staff - e.g. share holding in competitor or supplier, family relationship etc. to the client.

13. SOCIAL RESPONSIBILITY

CAN owes a duty of care to the community as well as to its clients and its members. CAN will inform a client if a proposed course of action will have outcomes against the public good and will withdraw from the contract if the problem is not satisfactorily resolved.

14. FINANCIAL PROPRIETY

CAN does not accept sales commission, fees, agency commission or introductory fees. Our recommendations are financially disinterested.

CAN charges and fees are calculated on the basis of fair and equitable pricing which provides value for money for the client and appropriate working conditions and facilities for CAN workers. CAN will always desist from exploiting market advantage to make excess profits. CAN will always resist pressure to reduce fees to the point where it does not allow for providing good conditions of employment to its workers.