

## **A. VALUES – CODE OF CONDUCT**

A well-constructed and solicitous code of conduct serve as significant exchange of ideas and is used as a channel of interaction among employees and its company. The codes of conduct serves as the employee's pledge to commit and adhere to the rules set by the organization as long as they remain involved in the organization. The scope of education, strictly speaking, is in the mind, while the scope of good conduct in the will. The emphasis on a courteous and friendly approach to all our customers has been outlined in our operation procedures to our team and are being controlled and monitored by the quality manager, who himself coordinates the moves. Any difficulties encountered are discussed with the operations in charge / the management.

### **Customers**

- ✓ They will treat their customers with fairness and honesty. They will ensure that quotations and invoices are clear, accurate and consistent.

### **Competition**

- ✓ They will be committed to free and fair competition. They will not make any agreement with a competitor which prevents, restricts or distorts competition nor exchange sensitive commercial, in particular data regarding prices or quantities (including sales, market share, territories or customers) and will comply with all relevant laws.

### **Bribery**

- ✓ They will not offer or receive bribes or other such facilitating payments for the purpose of obtaining or retaining business.

### **Data Protection**

- ✓ The employee must ensure that the company's confidential data is safeguard against all sorts of threats. All confidential documents must be kept under lock and key. Like employees details, salary structure. Limited or no access to specific areas of the company like the meeting room or finance departments, or the server room. No provision of sharing passwords and files.

## **1. EMPLOYMENT CONDITIONS**

To respect the rights of its employees and to comply with all relevant legislation, regulations and directives in the Country.

### **1.1 Child Labour**

Exploitation of child labour or of any other vulnerable group (e.g. illegal immigrants) is totally unacceptable.

### **1.2 Health & Safety**

To abide by all local laws, directives and regulations relating to health and safety in the workplace or in any other location other than the workplace where production or work is undertaken and that they implement any amendments to these laws, directives or regulations.

### **1.3 Working Conditions**

To provide adequate working facilities for all of its employees.

Specifically, and as a minimum:

- access to sanitation, drinking water and fire escapes;
- safe working conditions;
- adequate ventilation and temperature controls.

### **1.4 Discrimination**

To treat everyone fairly when selecting and dealing with their employees and should not treat any



person less favourably because of their race, colour, religion, sexuality, age, gender, nationality or disability.

## **B. CODE OF PRACTICE**

### **1. STANDARD OF SERVICE**

Employees shall:

- 1.1 be clear and open in their dealings with Customers,
- 1.2 maintain a high standard of service to customers,
- 1.3 behave at all times with honesty and integrity in all their dealings with their customers and the general public. (e.g. by providing customers with clear information, avoiding making additional charges for "hidden extras", and acting fairly and responsibly when dealing with reasonable customer concerns)
- 1.4 not conduct their business in any manner as might tend to bring the Company into disrepute.
- 1.5 provide reliable fixed price written quotations, provide relevant advice and information to the customer free of charge prior to, during, and after the removal takes place.
- 1.6 shall monitor customer satisfaction carried out after completion of the removal operation. This could be by means of a consumer satisfaction questionnaire to be completed by the customer.

### **2. THE CONTRACT**

- 2.1 To provide clear information to Customers.
- 2.2 Describe the services to be provided and the total price, and identify clearly those services which are excluded.
- 2.3 Identify the circumstances under which any additional charges may arise.
- 2.4 Identify the locations, collection and delivery addresses from and between which the work is to be carried out.
- 2.5 Provide clear information on the removal plan, itinerary or schedule.
- 2.6 Describe the payment schedule and method of payment.
- 2.7 Draw the customer's attention to the terms and conditions, and in particular to those clauses relating to the customer's liability, the time limits for making claims and cancellation/postponement rights and charges., any services which the customer might expect to be offered but which would not normally be provided (for example, these could include the disconnection of electrical or gas appliances, the taking down of curtains, re-fixing, removal of carpets etc. ).

### **3. INSURANCE & LIABILITY**



- 3.1 In respect of removals and/or storage of household goods and personal effects carried out to the customers offer a comparable liability commitment that provides the customer with protection.
- 3.2 If insurance cover is offered and arranged to the benefit of the customer the policy must meet the minimum standards. *(these are available upon request)*. Shall have in place liability insurance sufficient to meet his contractual liabilities. *(these are available upon request)*.

#### **4. OPERATIONAL STANDARDS**

##### **4.1 Vehicles and Equipment**

Vehicles used should be presentable, roadworthy, with body work in good condition and suitable for removal work. Equipment must be suitable and adequate for the work undertaken.

##### **4.2 Offices and Warehouses**

4.2.1 Shall operate from an established commercial place of business and comply in full with all local regulations.

4.2.2 Shall have a dedicated office area with reasonable access for the customer and the facility should provide a professional, disciplined and well regulated appearance.

##### **4.3 Staff**

4.3.1 All staff employed by the member shall be presentable, punctual, polite and honest.

4.3.2 An induction programme shall be in place for all staff.

4.3.3 All staff shall be suitably qualified by means of an initial period of relevant training, or adequate professional experience. A continuing training programme shall be in place.

4.3.4 The company shall maintain a written record of the training undergone by each employee, including safety related training.

4.3.5 Shall ensure that staff are aware of their legal responsibilities and the need to conform to this Code.

##### **4.4 Packing materials**

4.4.1 Packing materials used shall be suitable, i.e. clean, of appropriate shape, size and strength to protect their contents for the duration of the removal. In addition, environmentally friendly, disposable materials should be used wherever possible, and in suitable quantities for the protection and safe transport of the goods to be moved.

##### **4.5 Inventories and receipts**

4.5.1 Shall submit to the Customer an accurate inventory by way of receipt of all consignment accepted for storage within 7 days.

4.5.2 All consignments stored must be adequately identified and stored in such a manner as to protect them from damage, deterioration, pilferage and confusion with other consignments.



## 5. COMPLAINTS, DISPUTES AND CLAIMS

- 5.1 Shall ensure that the staff are instructed in the handling of complaints and in their dealings with the customer.
- 5.2 Staff should always adopt a friendly positive approach and avoid a defensive or evasive attitude when handling a complaint.
- 5.3 Shall have in place speedy, responsive, accessible and user friendly procedures for dealing with customer complaints.
- 5.4 Must make clear to customers the name and contact details of the member of staff to whom complaints should be referred.
- 5.5 Customers must be fully informed and provided with written details of the key elements of the complaints procedure.
- 5.6 Clear levels of authority must be established to ensure speedy and remedial action. A response to a complaint should be issued within 5 working days from the date of receipt with an endeavour to resolve within one calendar month from the date of receipt of the complaint.
- 5.7 Shall maintain a complete record of complaints from which an analysis of complaints about activities covered by the Code can be obtained. Action based on this information to improve their level of service to customers. To review their complaints log monthly and make these available to an internal /external auditor upon request.
- 5.8 Shall take reasonable steps to ensure that claims are handled in a fair, speedy and efficient manner.
- 5.9 Shall provide the Customer with every assistance in the event of a claim against loss or damage and shall not by refusal or prevarication delay the processing of any claim.

## 6. MONITORING

- 6.1 To actively audit and monitor day to day management process to ensure compliance with this Code of Conduct.

## 7. DEVELOPMENT OF THE CODE OF CONDUCT

- 7.1 To review this Code of Conduct on a regular basis and will introduce revisions where necessary.
- 7.2 To thoroughly investigate any possible breaches that they become aware of and take any necessary corrective action.
- 7.3 Employees are requested to contribute towards the further development of this Code of Conduct.

**\* This policy is communicated to all employees, customers, suppliers, contractors and the community/public.**

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