

WORKING ON CLIENT SITES

Section B – Non Contractual Policy

Working on client sites

Our employees work closely with clients and in many cases work away from our premises, be that at client's premises or sites, or those of a third party. As such you are our ambassadors and we expect you to conduct yourself professionally when on client's premises or sites or those of a third party.

We expect you to behave professionally at all times and to use common sense and discretion in working on client sites, when entertaining or being entertained by clients and the following guidance, though not exhaustive, gives examples of issues to consider:-

- comply with the client's policies, for example, dress appropriately for the role or event and comply with any health and safety and specific client requirements;
- follow our instructions as we have notified them to you for each project or event;
- keep our business confidential and use your discretion in how you speak about us;
- in the same way be sensitive as to the confidentiality of the client's business and any client data;
- keep in regular contact with us and regularly update us on your progress.

If you have a problem or conflicting instructions or feel in some way that there is a conflict of interest always ask your line manager for guidance in the first instance. Part of good client care is highlighting potential problems before they become actual problems.

You are not usually permitted to work for the client either directly or indirectly (for example via your personal company). If the client approaches you with a view to working with you or you are thinking about working with them then you should inform us immediately.

We are entitled to protect our business interests and, depending on your relationship with us, you may be subject to legal restrictions on whom you can work with.