



CODE OF CONDUCT POLICY

Purpose

The purpose of this policy is to set out the standards of behaviour expected of employees at RED.

It aims to ensure a professional, respectful and safe working environment, where all individuals are treated with dignity and where inappropriate behaviour is addressed promptly and consistently.

This policy should be read alongside RED's Disciplinary Policy and other related policies.

Scope

This policy applies to all employees.

It also applies to contractors, agency workers and any individuals representing RED while on company premises or carrying out work on RED's behalf.

Expected Standards of Behaviour

All employees are expected to maintain appropriate standards of conduct at all times.

This includes (but is not limited to):

- treating colleagues, customers and third parties with respect and professionalism
- communicating in a clear, appropriate and considerate manner
- maintaining professional boundaries in the workplace
- taking responsibility for their own behaviour and its impact on others
- following company policies, procedures and reasonable management instructions
- contributing to a working environment that is inclusive and free from inappropriate behaviour
- maintaining appropriate standards of personal hygiene and presentation, in line with the Dress Code Policy

RED recognises that there may be circumstances which affect an employee's ability to maintain appropriate standards of personal hygiene and presentation. Where this is the case, employees are expected to raise this with their line manager so that appropriate support or guidance can be considered.

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These standards apply at all times while representing RED, including interactions with colleagues, customers and third parties.

Unacceptable Behaviour

The following behaviours are not acceptable and may be addressed under the Disciplinary Policy:

- bullying, harassment or victimisation
- inappropriate, offensive or abusive language or behaviour
- unwanted conduct of a sexual nature
- “banter” or behaviour that may reasonably be perceived as offensive, intimidating or degrading
- discrimination on the grounds of any protected characteristic under the Equality Act 2010
- aggressive, threatening or intimidating behaviour
- misuse of position or authority
- behaviour that damages working relationships, team cohesion or the reputation of RED

This list is not exhaustive.

Banter and Workplace Culture

RED recognises that some workplace interactions may be informal, but “banter” is not an excuse for inappropriate behaviour.

Where comments, jokes or conduct are unwanted, offensive, discriminatory, intimidating, humiliating or degrading, they will not be viewed as harmless, even if no offence was intended.

Employees and managers are expected to challenge or address this behaviour promptly. Waiting until it becomes repeated, serious or the subject of a formal complaint is not acceptable.

Respect, Inclusion and Harassment

RED is committed to providing a working environment where all individuals are treated with dignity and respect.

All employees are expected to:

- uphold equality and inclusion in their day-to-day behaviour
- challenge or report inappropriate behaviour where appropriate

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- avoid conduct that could reasonably cause offence or discomfort to others

RED takes a zero tolerance approach to harassment and discriminatory behaviour. Any such conduct will be treated seriously and addressed promptly.

Sexual Harassment – Prevention Commitment

RED is committed to taking all reasonable steps to prevent sexual harassment in the workplace.

This includes:

- setting clear expectations of behaviour
- providing appropriate guidance and training
- responding promptly to any concerns raised

Sexual harassment includes any unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading or offensive environment.

This applies to behaviour involving:

- colleagues
- managers
- contractors
- customers or other third parties

Concerns involving third parties will be taken seriously and appropriate action will be considered.

This approach reflects RED's obligations under the Worker Protection (Amendment of Equality Act 2010) Act 2023.

Behaviour Towards Customers and Third Parties

Employees are expected to behave professionally when interacting with customers, clients and members of the public.

RED does not tolerate aggressive or abusive behaviour towards its employees.

Where such behaviour is encountered, employees should:

- remain calm and professional
- clearly set boundaries where appropriate
- end the interaction if necessary
- report the incident to their line manager as soon as reasonably practicable

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Managers will review incidents and determine whether any further action is required.

Raising Concerns

Employees are encouraged to raise concerns where behaviour does not meet the standards set out in this policy.

Concerns can be raised by:

- speaking to a line manager
- escalating to another manager where appropriate
- contacting HR

Where appropriate, concerns may be raised formally under the Grievance Procedure.

All concerns will be taken seriously and handled appropriately.

Manager Responsibilities

Managers have a responsibility to:

- lead by example and model appropriate behaviour
- address concerns promptly, appropriately and in line with company policy
- ensure issues are handled fairly and consistently
- seek guidance from HR where required
- take all concerns seriously, particularly where they involve harassment, discrimination or inappropriate conduct

Zero Tolerance for Retaliation

RED prohibits retaliation against any individual who raises a concern in good faith or participates in an investigation.

Any such behaviour will be treated seriously and may result in disciplinary action.

Breaches of this Policy

RED takes a zero tolerance approach to harassment and discriminatory behaviour. Any such conduct will be treated as serious misconduct and may result in disciplinary action, up to and including dismissal.

Failure to meet the standards set out in this policy may result in action under RED's Disciplinary Policy.

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Related Policies

This policy should be read alongside:

- Disciplinary Policy
- Grievance Policy
- Anti-Bullying and Harassment Policy
- Equal Opportunities Policy
- Dress Code Policy

Review

This policy will be reviewed periodically to ensure it remains fit for purpose and aligned with current legislation and best practice.

It does not form part of any employee's contract of employment and may be amended at RED's discretion.

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