

NABAS Code of Conduct

Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, and the protection of all personal information received in the course of providing the services concerned. We extend the same standards to all our customers and suppliers.

Ethics

We always conduct ourselves honestly and honourably, and expect our clients and suppliers to do the same. We take proper account of ethical considerations, together with the protection and enhancement of the moral position of our customers and suppliers.

Duty of Care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organisations, including this consultancy, should avoid causing any adverse effect on the human rights of people in the organisations we deal with, the local and wider environments, and the well-being of society at large.

Contracts

Our contract will usually be in the form of a detailed proposal, including aims, activities, costs, timescales and deliverables. The quality of our service and the value of our support provide the only true basis for continuity.

Pricing

Our pricing is always competitive for what we provide, which is high quality, tailored, specialised service. As such we do not generally offer discounts. Generally a reduction in price is only enabled by reducing the level or extent of services to be delivered. That said, we always try to propose solutions which accommodate our customers' available budgets and timescales. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our customers can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

Payment

We expect payments to be made when agreed.

Intellectual property and moral rights

We respect the implications of all applicable intellectual property law, including the Copyright, Designs and Patents Act 1988 and the Trade Marks Act, 1994, refraining from infringement and plagiarism, not knowingly using for financial or professional advantage any intellectual property belonging to another without appropriate permission and acknowledgement.

Quality Assurance

We maintain the quality of what we do through constant ongoing training. Our business is a member of NABAS and as such we strive to achieve the highest professional standards in our work. Further details are available on request.

Professional Conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our customers.

Environmental Responsibility

We strongly recommend that only a small balloon release should be attempted without professional assistance. Only natural latex rubber balloons will be used for releases and maximum balloon size should be no more than 12". Small being defined as anything up to 1000 balloons. This guidance is designed to minimise the risk of any potential danger to animals, sea creatures and the general

environment. We do not support or recommend the release of foil balloons or any other non-biodegradable materials. All components used in a release must be biodegradable, with balloons being hand tied and released individually. NO ribbons or strings must be attached to the balloons being released.

Equality and Discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

