**Code Of Conduct**

**Professional Image procedure**

**Uniform and Appearance Standards**

**Uniform Policies**

* **Content:** Documented policies on the required uniform, grooming, and appearance standards for all staff.
* **Evidence:** Copies of the uniform policy, guidelines, and any updates or amendments.

**Uniform Inspections**

* **Content:** Regular inspections to ensure compliance with uniform standards.
* **Evidence:** Inspection records, photographs of staff in uniform, and reports from uniform inspections.

**2. Training and Behaviour Standards**

**Training Programs**

* **Content:** Comprehensive training programs covering professional conduct, customer service, and communication skills.
* **Evidence:** Training schedules, attendance records, training materials, and certificates of completion.

**Code of Conduct**

* **Content:** A clear code of conduct outlining expected behaviour and professionalism.
* **Evidence:** Copies of the code of conduct, signed acknowledgments from staff, and records of any disciplinary actions for breaches.

**3. Customer Interaction and Service Quality**

**Customer Feedback**

* **Content:** Mechanisms for collecting and reviewing customer feedback on staff professionalism and service quality.
* **Evidence:** Feedback forms, survey results, and records of any actions taken in response to feedback.

**Customer Service Policies**

* **Content:** Policies and procedures for providing high-quality customer service.
* **Evidence:** Customer service manuals, training records, and customer satisfaction reports.

**4. Communication Standards**

**Communication Protocols**

* **Content:** Defined protocols for professional communication with clients, colleagues, and other stakeholders.
* **Evidence:** Communication guidelines, email templates, and records of internal and external communications.

**Telephone and Email Etiquette**

* **Content:** Standards for telephone and email etiquette.
* **Evidence:** Training materials, compliance checklists, and recordings or logs of telephone and email communications.

**5. Office and Site Presentation**

**Office Standards**

* **Content:** Standards for maintaining a clean and professional office environment.
* **Evidence:** Office inspection checklists, cleaning schedules, and photographs of office areas.

**Site Presentation**

* **Content:** Guidelines for maintaining professional presentation at client sites.
* **Evidence:** Site visit reports, client feedback, and photographs of sites before and after setup.

**6. Professional Credentials and Certifications**

**Staff Certifications**

* **Content:** Records of professional certifications and qualifications held by staff.
* **Evidence:** Copies of certificates, training records, and records of continuing professional development.

**Company Accreditations**

* **Content:** Accreditations and memberships with professional bodies and industry associations.
* **Evidence:** Certificates of accreditation, membership records, and records of compliance with accreditation requirements.