

EVENT
CONCEPT



Veevers
Carter

CODE OF CONDUCT



MESSAGE FROM THE CEO

Dear Team,

Since 1994 we have strived to deliver creative events with technical precision for our clients. As we continue to grow and expand our reach, we are increasingly recognized as the face and voice of the event world, as such we need to speak and act for the industry that we all so love.

What we do is not easy, we are bound by the old staging saying that 'the show must go on', our job is to ensure that what we tell the client we are going to do is feasible, safe and that we can deliver it at a fair and reasonable cost.

We have a duty to ensure the safety of our customers and their guests, to our freelancers and subcontractors and to our own teams, as such we continue to seek ways to improve and raise levels of best practice.

Our core values epitomize our ethos, they are not limited to what we have written down and are there as principles to guide everyone who works with us. Whether employee, freelancer or partner we ask all of you to commit to our desire to create excellence throughout our organisation. We ask you to be passionate about what you do when you are not your clients and colleagues will see through you. Talk to each other, make the most of the wealth of expertise that is at your fingertips through our diverse and talented workforce. When you are stuck – ask somebody for help, there is no shame in not knowing something. Use your creativity or the creativity of your colleagues to excite your clients, do not be afraid to sound new ideas out with people, that is where real creativity blossoms. Finally, in a world where we are constantly reminded about the environment, try and do more with less.

Every day our organization changes, we need to embrace the change in order to grow and seek new and exciting challenges. I look forward to seeing how each and every one of you can help us flourish whilst being guided by our code.

Sincerely,

Mark Beaver
Managing Director

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INTRODUCTION

The Code of Conduct applies to everyone working for the company worldwide, regardless of location, role or level of seniority. This includes all employees, managers, non-executive board members and company directors.

We also expect freelance, temporary and contract employees, consultants, agents and any other third party who acts in our name to follow the principles of the Code. Every subsidiary and joint venture which the company controls must adopt and comply with the Code.

We actively look to work with suppliers and partners who reflect our Code and our procurement process with preferred suppliers ensures that there is a good cultural fit before any agreements are made.

STATEMENT OF VALUES

We have a set of internal principals that guide all we do.

OUR MOTTO

Our internal Motto is simply, For the Love of the Show. This simple statement encompasses why we exist as a company. We love live events! The slightly chaotic nature of our work, the evenings spent unloading trucks, the hours pouring over plans, the late nights, early mornings and weekends ... It all leads to one amazing moment, when the show goes live. Every individual who works for us plays a vital role in ensuring that we deliver the fabulous events we are known for. It's all for the love of the show and it always will be.

OUR CORE FOCUS

Our Core Focus is our way of defining what it is we do, in order that we not lose sight of what we are best at. We have a diverse and multi-skilled workforce that we are immensely proud of. The people who work tirelessly to produce extraordinary experiences for our clients and their guests. We deliver all of this by doing what we do best: Producing technically challenging events with creativity at the heart, always looking to push the boundaries of what is possible.



Passionate people,
creating extraordinary
experiences through
design led production

OUR VALUES

Our Values guide us. We encourage all our employees and freelancers to use them in day to day decision making.

DO MORE WITH LESS CREATIVE INGENUITY ALWAYS EXCELLENT PASSIONATELY PROUD TALK WHAT'S NEXT?

Do more with less

- We live in a throwaway society; what can you do with things we already have?
- Make it go further ... the time, the budget, the resources
- Think bigger. Challenge the brief, excite clients into thinking bigger

Creative ingenuity

- There is always a solution, be solutions focused. Don't come armed with problems, think about how to solve them
- Think laterally and try new things
- Don't be afraid to push the boundaries

Always excellent

- Strive for excellence, you won't hit it every time. That's ok if you're learning.
- Set an example, be on time, look smart, be someone people aspire to
- Attention to detail is everything

Passionately proud

- Passion for our work makes it interesting, find yours and keep it close
- Share your passion with others, it's infectious
- Be confident in your ability - we are, that's why we hired you

Talk

- Honest and respectful communication in all you do
- Be humble, don't be afraid to give or receive open and honest feedback

What's next?

- An eye on the future keeps us one step ahead, change is good!
- Challenge the status quo
- What's next for you? strive to be more than you were yesterday and less than you'll be tomorrow

WHAT IS EXPECTED?

WHAT IS EXPECTED OF EVERYONE?

We are all faced with decisions in our day to day work no matter what your role. Our Code of Conduct should help guide your decision-making process. If you are faced with a decision to make, ask yourself:

- Is this legal?
- Will this comply with our Code of Conduct?
- Does this sit well with our Core Values?
- Does this respect the rights of others?
- Will this reflect well on me and on the Company?

If the answer to any of these questions is no, then don't do it.

WHAT IS EXPECTED OF MANAGERS?

Promote a culture of integrity

Managers should lead by example and act as a role model for others. As a manager you should:

- Help the people you supervise to understand their responsibilities under the Code and other Company policies.
- Take the opportunity to talk to your people about the Code and reinforce the importance of ethics and compliance.
- Create an environment where employees feel comfortable raising concerns.
- Consider conduct in relation to the Code and other Company policies when evaluating employees.
- Never encourage or direct employees to achieve business results at the expense of ethical conduct or compliance with the Code or the law.
- Always act to stop violations of the Code or the law by those you supervise.

If you are faced with a decision and you are not sure, ask for help.

SPEAK UP

We actively encourage all employees to ask questions and raise issues without the fear of retaliation and we are committed to treating any reports seriously and investigating them thoroughly and fairly.

We have a whistleblowing policy which is detailed in our company handbook and covers in more detail how we manage issues that are reported.

If you have a concern, speak up. There are various people you can reach out to:

- Talk to your manager
- Contact the People team
- Approach Jo our COO jo.higgs@eventconcept.co.uk
- Make a suggestion through our [anonymous suggestions box](#)

NO RETALIATION

We value the help of employees who identify potential problems that we need to address. Any retaliation against an employee who raises an issue honestly is a violation of the Code. That an employee has raised a concern honestly, or participated in an investigation, cannot be the basis for any adverse employment action, including separation, demotion, suspension, loss of benefits, threats, harassment or discrimination.

If you work with someone who has raised a concern or provided information in an investigation, you should continue to treat the person with courtesy and respect. If you believe someone has retaliated against you, report the matter to the People team.

EQUAL OPPORTUNITY

We are committed to providing and promoting equal opportunities in employment. We aim to treat you and job applicants equally regardless of age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (“Protected Characteristics”).

We aim to provide equal opportunities and avoid discrimination in all aspects of employment and to ensure that the talent and skills of all individuals are maximised. Our approach applies to recruitment, terms and conditions of employment (including pay), appraisals, promotion, disciplinary and grievance procedures and training.

Our company handbook contains a detailed Equal Opportunities Policy.

HARASSMENT & BULLYING

We are committed to creating and maintaining a positive working environment that is free from harassment and bullying. All individuals should be treated with dignity and respect and they should treat others with dignity and respect.

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

Examples of harassment may include:

- unwanted physical conduct
- invading personal space
- unwelcome sexual advances or suggestive behaviour
- sending or displaying material that some may find offensive
- offensive e-mails, text messages or social media content
- jokes or remarks that some may find offensive
- demeaning or belittling a person

Bullying is regarded as offensive, intimidating, malicious or insulting behaviour involving misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened.

Examples of bullying may include:

- physical or psychological threats
- overbearing and intimidating levels of supervision
- inappropriate and/or derogatory remarks about a person's performance
- ignoring or shunning someone

CONFLICTS OF INTEREST

Act in the best interest of the Company while performing your job. A conflict of interest arises when your personal activities or relationships interfere, or appear to interfere, with your ability to act in the best interest of the Company.

Never use your position within the Company for personal benefit or to benefit a family member. Avoid personal financial transactions with customers and suppliers that may influence your ability to perform your job.

RELATIVES AND FRIENDS

Many employees have relatives who are employed by the Company or have financial or commercial relationships with customers or suppliers of the Company.

These financial interests do not create a conflict under the Code unless:

- You have discretionary authority in dealing with any of these companies as part of your job with the Company; or
- Your relative deals with the Company on behalf of the other company.

In either of these situations, you must notify the People Team in writing.

You may have friends who are employed by, or have ownership interests in, customers or suppliers of the Company. If you deal with such a customer or supplier, take care to ensure that your friendship does not affect, or appear to affect, your ability to act in the best interest of the Company. If you are uncertain whether your friendship may create an issue, consult your manager or the People Team. In addition, personal relationships at work must not influence your ability to act in the best interest of the Company and must not affect any employment relationship. Employment-related decisions should be based on qualifications, performance, skills and experience.

In any potential conflict of interest situation, ask yourself:

- Could my personal interests interfere with those of the Company?
- Might it appear that way to others, either inside or outside of the Company?
- When unsure, seek guidance.

EXTERNAL COMMUNICATION ON BEHALF OF THE COMPANY

Any statements to reporters from newspapers, radio, television, etc, in relation to the Company's business will only be given by a Director of the Company.

PRIVACY & DATA

The company takes the privacy of natural living individuals (data subjects) seriously.

In line with the Data Protection Act 2018 and the General Data Protection Regulation 2016/679, the company has implemented policies and procedures that are designed to protect the rights and freedoms of individuals described as data subjects for the benefit of the applicable regulations and laws in place on or after the 23rd May 2019.

It is your responsibility to adhere to the company's Privacy Policy and supporting procedures at all times and to acquaint yourself of your obligations towards safeguarding any personal information whether or not, the information assets are processed by the company or its clients.

A copy of all policies and procedures is available for you to read and reference at any time. The locations is: E:\Current Policies

It is also your responsibility to ensure the security of personal information at all times whether electronic or paper records. Likewise, it is your responsibility to ensure proper destruction of any personal information which is deemed out of date or no longer required. See the Data Destruction Policy.

Any loss of any personal information whether electronic or paper records must be reported without undue delay to your line manager or to the company Data Protection Officer by emailing: compliance@eventconcept.co.uk

It is also your responsibility to complete compliance training when directed by the company. The training will be provided at regular intervals throughout the year and such compliance training is mandatory.

BRIBERY

You must never engage in bribery.

A Bribe or Bribery is giving or offering anything of value or any advantage, whether directly or indirectly, to any person, in order to induce that person or any other person to perform a function or activity improperly. Bribery is also requesting or receiving anything of value or any advantage, whether directly or indirectly, from any person, intending that, consequently, a relevant function or activity should be performed improperly, whether by you or another person.

A bribe can be financial or otherwise, and can include giving or receiving money, loans, contributions or donations, travel, offers of employment, refunds, rebates, goods, services or anything else that could be considered to have value. Gifts or entertainment may be construed as forms of bribery in certain circumstances. A bribe can also take the form of a “reward” and be paid after the improper performance of the relevant duty or obligation has taken place.

You should refer to our Anti-Bribery Policy for more detailed information.

HOSPITALITY & GIFTS

HOSPITALITY

Corporate hospitality means hospitality of any kind provided by the Company or its staff to non-Company employees in connection with the lawful business of the Company. All corporate hospitality expenses which are likely to be above the sum of £100 (inclusive of VAT) must be approved in advance by a Director of the Company. In addition, your Manager must agree in advance to the level of any corporate hospitality expenses, before the commitments are made, considering what is reasonable and proportionate in all the circumstances.

You should refer to our Company Handbook for more detailed information on our Hospitality & Entertainment policy.

GIFTS

Occasionally, satisfied customers, clients or other third parties may seek to reward you with a gift. Whilst the Company has no desire to stop you receiving a small token of gratitude or appreciation from a customer or client, we do recognise that there is the potential for abuse. In addition, some suppliers or contractors may offer 'reward schemes' which allow you to obtain free gifts or discount vouchers in return for ordering services or products on behalf of the Company from that supplier or contractor. The Company needs to be sure that its suppliers and contractors are competitive and that you are acting in the best interests of the Company when using a particular supplier or contractor.

You should refer to our company handbook for detailed information on our gifts & hospitality policy.

POLITICAL CONTRIBUTIONS

The company does not make any contributions to any Political party.

CHARITABLE CONTRIBUTIONS

The Company seeks to contribute to the communities in which we live and work. In addition to providing employment opportunities and minimising our environmental impact, we support a variety of local community initiatives.

In addition to this, we have a limited corporate budget for charitable donations that make a positive impact in the community in and around the area near to its head office in London or play an important role in the lives of our staff or their immediate family.

You should refer to our Gifts & Donations policy for more detailed information.

FINANCIAL REPORTING & RECORD KEEPING

Ensure the accuracy of all Company business and financial records. These include not only Financial Records but other records such as business plans, budgets, management reports, timesheets, expense reports and submissions such as benefits claims, forms and CVs.

Ensuring accurate and complete business and financial records is everyone's responsibility, not just a role for the People & Finance teams. Accurate recordkeeping and reporting reflect on the Company's reputation and credibility and ensures that the Company meets its legal and regulatory obligations. It also ensures that performance is judged, and rewards is awarded fairly among employees.

PROTECTION AND PROPER USE OF COMPANY ASSETS

ASSETS

Company assets should only be used for legitimate business purposes and are meant for company, not personal, use. Do not use Company assets for your personal benefit or the benefit of anyone, other than the Company.

We encourage a common sense approach to company assets. There may be times when use of company assets such as mobile phones for the occasional personal call will be necessary, however extensive use could represent misuse.

If you are unsure at any time, you should speak to your manager for clarity.

INTELLECTUAL PROPERTY

Our Company's intellectual property is as valuable to us as our physical equipment. We therefore must protect our Company's intellectual property rights. Intellectual property refers to anything we create on Company time, at the Company's expense or within the scope of our job duties. The Company owns the rights to anything we create through our work with the Company to the full extent permitted by law, regardless of whether this property is patentable or able to be protected by copyright, trade secret or trademark. Examples of intellectual property include copyrights, patents, trademarks, trade secrets, design rights, logos, software programs, business processes and delivery or production methods.

MONEY LAUNDERING

The company complies with anti-money laundering laws. Money laundering is the process of concealing illicit funds by moving them through legitimate businesses to hide their criminal origin.

Employees must never knowingly facilitate money laundering or terrorist financing and must take steps to prevent inadvertent use of the company's business activities for these purposes.

Employees are required to immediately report any unusual or suspicious activities or transactions such as:

- attempted payments in cash or from an unusual financing source
- arrangements that involve the transfer of funds to or from countries or entities not related to the transaction or customer
- unusually complex deals that don't reflect a real business purpose
- attempts to evade record-keeping or reporting requirements

INSIDER TRADING

You may not buy or sell stocks or securities of Event Concept Ltd or another company based on nonpublic information. Trading in stocks or securities based on material nonpublic information or providing material nonpublic information to others so that they may trade, is illegal and may result in prosecution.

HEALTH AND SAFETY

Health and Safety in our workplace is of paramount importance to us. We recognise that the work we do in our Warehouses, Offices and on-site during event delivery can carry an element of risk.

We take the safety of our employees, freelancers, subcontractors and suppliers very seriously.

We actively encourage the reporting of near misses to our Health & Safety team who can be contacted on hse@eventconcept.co.uk at any time for advice.

Should you ever need to contact the Company in an emergency situation, email report@eventconcept.co.uk and an automated response will be delivered with guidance on how you should handle your situation. Your contact will also immediately go to our Senior Management team who will support you.

ENVIRONMENT

The Company recognises the importance of environmental protection and we are committed to operating our business responsibly and in fulfilment of its compliance obligations relating to event design and technical production services.

We are proud to hold our ISO14001 in Environmental Management it is our aim to carry out all measures reasonably practicable to meet, exceed or develop all necessary or desirable requirements, to protect the environment and to continually improve the Environmental Management System to enhance environmental performance through the implementation of the following:

- Assess and regularly re-assess the environmental effects of the Organisation's activities
- Training of employees in environmental issues
- Minimise the production of waste
- Minimise material wastage
- Minimise energy wastage
- Promote the use of recyclable and renewable materials
- Prevent pollution in all its forms
- Control noise emissions from operations
- Minimise the risk to the general public and employees from operations and activities undertaken by the Organisation.

Top management demonstrates leadership and commitment with respect to the Environmental Management System by:

- Taking accountability for the effectiveness of the Environmental Management System
- Ensuring that the Environmental Policy and Environmental Objectives are established and are compatible with the strategic direction and the context of the Organisation
- Ensuring the integration of the Environmental Management System requirements into the Organisation's business processes
- Ensuring that the resources needed for the Environmental Management System are available
- Communicating the importance of effective environmental management and of conforming to the environmental management system requirements
- Ensuring that the Environmental Management System achieves its intended outcomes
- Directing and supporting persons to contribute to the effectiveness of the environmental management system
- Promoting continual improvement
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

If you have concerns or ideas you would like to share to help us on our journey, please contact our Green Team at hse@eventconcpet.co.uk.

IT, INTERNET & EMAIL

Our Company Handbook contains detailed information on Computer Security, Email and Internet usage.

Our email facility is intended to provide effective communication within the organisation, and externally with clients and customers, on business matters. It should, therefore, be used for business purposes. While there are many advantages to be gained from the correct use of internal and external mail, there are also certain dangers.

Internet access, including Internet email, is provided to employees for the purpose of conducting business-related activity for the benefit of the Company and its clients.

USE OF SOCIAL MEDIA

We are lucky enough to produce some very insta-worthy events and there is a temptation to snap and share. We ask you not to share any photographs of our events on your personal social channels. We know you are proud of your work and want to let everyone know, but our clients, venues and partners will often have invested heavily in their event and to have their thunder stolen by an ill thought through snap or comment on social by a crew member, employee or supplier is something we want to avoid.

So, to keep it simple, we ask you never to share photographs of our events on your social personal channels.

It goes without saying that you do not post inflammatory, derogatory or anything which could be deemed as offensive on our social channels or any of our competitors.

You can find detailed guidance within our Social Media Policy.

CORPORATE SOCIAL RESPONSIBILITY

The company understands that corporate social responsibility extends to our entire supply chain. This encompasses not only the products and services supplied but also the human rights, ethics and social practices of our company and its suppliers.

We seek to build partnerships with like-minded organisations by actively seeking out business partners who are the most environmentally and workforce friendly.

MODERN SLAVERY

The Company strictly prohibits the use of modern slavery and human trafficking in our operations and supply chain. We have been and will continue to be committed to implementing systems and controls aimed at ensuring that modern slavery is not taking place anywhere within our organisation or in any of our supply chains. We expect that our suppliers will hold their own suppliers to the same high standards.

Employees are all given training on how to identify warning signs and we expect the same from our suppliers and partners.