



COOKABURRA STANDARDS OF CONDUCT POLICY

1. Introduction

1.1. This Standards of Conduct Policy (“Policy”) sets forth the expectations for all employees and contractors (“Personnel”) of Cookaburra Hospitality Recruitment Agency (“Agency”) regarding their conduct, interactions, and responsibilities.

1.2. This Policy applies to all Personnel of the Agency and serves as a guiding framework for maintaining professionalism, integrity, and ethical behavior in all aspects of their work.

2. Professionalism

2.1. Personnel are required to uphold a standard of professionalism in all their activities related to the Agency, including but not limited to dress code, communication, and interactions with clients, candidates, and colleagues.

2.2. Respect for individuals, regardless of their background, race, gender, sexual orientation, religion, or any other characteristic, is essential to maintaining a professional work environment.

3. Integrity and Ethics

3.1. Personnel must conduct themselves with honesty, transparency, and integrity in all dealings related to the Agency. Providing truthful and accurate information to clients, candidates, and colleagues is paramount.

3.2. Confidentiality of sensitive information obtained during the recruitment process, including personal details of candidates and proprietary information of clients, must be maintained at all times.

3.3. Conflicts of interest must be disclosed promptly and managed appropriately to prevent any perception of impropriety.

4. Compliance with Laws and Regulations

4.1. Personnel are obligated to comply with all applicable laws, regulations, and industry standards governing recruitment practices, employment, and data protection.

4.2. Any instances of non-compliance with legal or regulatory requirements must be reported promptly to the appropriate authorities within the Agency.

5. Client and Candidate Relations

5.1. Personnel are expected to treat clients and candidates with courtesy, professionalism, and respect throughout the recruitment process.

5.2. Discrimination or harassment of any kind, whether directed towards clients, candidates, or colleagues, will not be tolerated and may result in disciplinary action.

6. Confidentiality and Data Protection

6.1. Personal data collected from clients and candidates must be handled in accordance with applicable data protection laws, including the General Data Protection Regulation (GDPR) in the UK.

6.2. Information shared with third parties must be done with the appropriate consent and in compliance with relevant privacy policies.

7. Conflict Resolution

7.1. Disputes or conflicts arising between Personnel, clients, or candidates should be resolved through open communication, constructive dialogue, and a commitment to finding mutually beneficial solutions.

7.2. Any concerns regarding breaches of this Policy should be reported to management promptly for investigation and resolution.

8. Training and Education

8.1. Personnel will receive ongoing training and education on relevant laws, regulations, industry standards, and best practices to ensure compliance and professional development.

9. Enforcement

9.1. Violations of this Standards of Conduct Policy may result in disciplinary action, up to and including termination of employment or contract.

9.2. The Agency reserves the right to update or amend this Policy as necessary to reflect changes in laws, regulations, or business practices.

10. Conclusion

10.1. By adhering to the principles outlined in this Policy, Personnel demonstrate their commitment to upholding the reputation and integrity of Cookaburra Hospitality Recruitment Agency.

10.2. This document constitutes the Standards of Conduct Policy of Cookaburra Hospitality Recruitment Agency and is effective as of the date of adoption.

10.3. This Policy shall be distributed to all Personnel of Cookaburra Hospitality Recruitment Agency and made readily available for reference.