



# Code of Conduct





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One Archway  
Birley Fields  
Manchester, M15 5QJ

0161 227 1000  
enquiries@ansgroup.co.uk  
ans.co.uk

Co. Reg No. 3176761  
VAT No. 245684676



# 1. Policy Statement

We're a 650-strong team of straight-talking, tech and business experts. Our mission is to make digital transformation accessible to all.

We make enterprise grade technology, knowledge and processes accessible and affordable for all companies, large or small, budgets or small budgets. We hack the tech adoption curve and bring technology usually readily available to large corporates first, to small and medium size organisations too. We're on a mission to help companies Think Bigger.

We're trusted by our customers because we help them achieve their goals. Be it a digital transformation project for a 2000-person government body or helping a 10 person labels marker take their business online.

Our people are the lifeblood of our business. They dream-up solutions that have never been delivered before. They dare to tackle problems no one else can. Every day they wake up and challenge the status quo, it's no wonder we've been hailed the mavericks of the tech industry.

We are committed to the principle of equality regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We apply policies that are fair, equitable and consistent with the skills and abilities of all our Team Members and the needs of the Business.

We look for your support in implementing the ANS Code of Conduct to ensure that all our Team Members are working equally to maintain the highest professional standards in the workplace and in our Business relationships with both our customers, partners and suppliers.

# 2. Policy Scope

This policy covers all Team Members at all levels and grades, including Senior Managers, Officers, Directors, Trainees, home workers, part-time and fixed-term employees and self-employed contractors.

# 3. Monitoring and Review of the Policy

This policy is subject to annual review and Senior Management approval. Recommendations for any amendments are included in policy update.



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## 4. Confidentiality

ANS are committed to maintaining the highest level of integrity in all customer relationships; whether the Customer is new, current or past, both in terms of commercial confidentiality, and in the protection of all and any personal information received in the course of providing our cutting-edge business services.

Furthermore, we work to ensure the same standards extend to all our Customers, Suppliers and Partners. ANS are registered with the Information Commissioners Office and are certified to ISO 27001:2013.

Supporting Policies:

- Information Security Management System
- Acceptable Use Policy
- Trust and Confidence Agreement

## 5. Ethics

ANS policy is to conduct all of our business in an honest and ethical manner. ANS is committed to acting professionally, fairly and with integrity in all our business dealings with all our Customer Suppliers and Partners. ANS work positively to support work to eliminate unethical practice in the workplace and in our supply chains actively supporting action taken to eliminate practice such as modern slavery, bribery and corruption.

ANS is bound by the laws of the UK, including the Bribery Act 2010, in respect of our conduct both at home and abroad.

Supporting Policies:

- Anti-Bribery & Corruption Policy
- Slavery and Human Trafficking Statement

## 6. Duty of Care

ANS actively strives to prevent accidents and cases of work-related ill health, to maintain safe and healthy working conditions and provide adequate control of health and safety risks arising from work activities. ANS work to provide safe environments (including requisite training and awareness programmes) to ensure Employees are competent to do their work whilst avoiding any adverse impact to their work place well-being and mental health.

ANS conforms to the requirements of the Health and Safety at Work Act.

Supporting Policies:

- Health & Safety Policy
- Office Health & Safety Risk Assessment
- Risk Method Statements



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## 7. Conflict of Interest

ANS have determined that during employment with the Company, Team Members shall not engage or be concerned or interested in any other business or activity of any kind which is competitive with or similar to the business of the Company or which the Company considers may be, or become, harmful to the interests of the Company or any of which might reasonably be considered to interfere with the performance of a Team Members duties in furthering the success of the Business.

Supporting Policies:

- Trust and Confidence Agreement
- Acceptable Use Policy
- Social Media Policy
- Staff Handbook

## 8. Contracts

ANS will ensure that our contractual approach will be in the form of a detailed proposal, including aims, activities, costs, timescales and deliverables and that the proposal will be developed in conjunction with our Customers, Partners and Suppliers. ANS will always aim to meet our Customer's contractual requirements.

Supporting Policies:

- Anti-Bribery & Corruption Policy
- Trust and Confidence Agreements
- ANS Terms and Conditions
- ANS Supplier Terms and Conditions

## 9. Charges

ANS charges are always competitive for our highest quality, tailored, specialised service; including any discounting process (which is always agreed in advance with the customer, partner or supplier).

ANS always propose solutions which accommodate our Customers' available budgets and timescales. ANS agree our fees and basis of charges clearly in advance, so that we and our Customers can plan reliably for a successful and developing partnership.

Supporting Policies:

- Anti-Bribery & Corruption Policy
- Trust and Confidence Agreements
- ANS Terms and Conditions
- ANS Supplier Terms and Conditions



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## 10. Intellectual Property

ANS retain the ownership of all intellectual property created by ANS Team Members.

We respect any copyright vested in our Customers', Partners' or Suppliers' intellectual property.

Supporting Policies:

- Anti Bribery & Corruption Policy
- Trust and Confidence Agreements
- ANS Terms and Conditions
- ANS Supplier Terms and Conditions
- Acceptable Use Policy
- Social Media Policy

## 11. Quality Assurance

ANS recognise that our business, and that of our Customers, is reliant on the quality of our services underpinned by the strength of our process and procedure. This is why we are committed to operating every aspect of our business to the highest standards. Company process and procedure is managed in a way that meets all of our legal, regulatory and contractual obligations.

ANS are certified compliant to the following standards:

- ISO 9001: Quality Management
- ISO 14001: Environmental Management
- ISO 27001: Information Security Management
- ISO 27017: Data Security in the Cloud
- ISO 27018: Personal Data Security in the Cloud
- ISO 22301: Business Continuity Management
- ISO 20000: Service Management
- Cyber Essentials

## 12. Professional Conduct

ANS conduct all of our activities professionally and with integrity. ANS always work to be completely objective in our approach to our Business, so that issues are never influenced by anything other than the best and proper interests of our customers, our partners, our suppliers and our Team Members.

Supporting Policies:

- Anti-Bribery & Corruption Policy
- Trust and Confidence Agreements
- ANS Terms and Conditions



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- ANS Supplier Terms and Conditions
- Acceptable Use Policy
- Anti-Harassment and Anti-Bullying Policy
- Appeals Policy
- Disciplinary Policy
- Equal Opportunities Policy
- Grievance Policy
- Leave Policy
- Staff Handbook

## 13. Equality and Discrimination

ANS always work to ensure that we remain fair and objective in our actions, and that we are never influenced in decisions, actions or recommendations and that neither do we tolerate any discrimination by issues of gender, race, creed or belief, colour, age or personal disability.

Supporting Policies:

- Anti-Harassment and Anti-Bullying Policy
- Appeals Policy
- Disciplinary Policy
- Equal Opportunities Policy
- Staff Handbook

## 14. Corporate Social Responsibility

ANS supports all legal requirements and obligations around its conduct regarding the protection of human and labour rights both across local communities and wider environments, and the well-being of society at large. ANS is fully committed to supporting an ethical approach to business activity and environmental sustainability in the supply chain.

Supporting Policies:

- Slavery and Human Trafficking Statement
- Anti-Bribery and Corruption Policy
- Equal Opportunities Policy
- Living Wage aligned Business
- Staff Handbook
- ISO 14001: Environmental Management Systems



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