



ASSESSMENT HIVE

Code of Conduct

Live Hive, Know Our Code

Assessment Hive Limited

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What is our Code of Business Conduct?

We are dedicated to supplying energy assessment services that will meet and, more importantly, **exceed the expectations of our clients**. We will promote high-quality services, take great pride in our work at all times, and develop lasting relationships with all our clients.

To be successful in our mission, we embrace the following Code of Conduct, which defines who we are, how we work, and what we stand for.

- Display our accreditation name and/or logos on relevant reports
- Act with integrity and carry out work with due skill, care and diligence
- At all times, maintain adequate and appropriate insurance to protect consumers
- Conduct business in an honest, fair and professional manner
- Handle complaints speedily and fairly
- Ensure that products and services comply with industry registration rules, standards and relevant laws
- Monitor our compliance with the code.

Why do we have a Code, and why must we follow it?

To continue operating and maintaining our reputation as a company that puts first the needs of the people we serve around us, we must each learn, understand and comply with our Code.

Complying with our Code is about creating an open and honest environment where we can achieve our best work legally and with integrity. We can be proud of how we overcome our challenges and achieve our successes.

Whenever we become aware of a violation of the Code, company policy or the law, we will act to address the problem and prevent future occurrences. Depending on the circumstances, corrective and preventive steps might include training, counselling and disciplinary actions up to and including termination of employment.

We all have the responsibility to speak up when we are in a situation or are aware of a situation that we believe may violate or lead to a violation of the Code, company policy or the law.

“Display our accreditation name and/or logos on relevant reports”

What does this mean, and why is it important?

We are accredited and registered with many trade bodies, and we show the relevant logos of these bodies on our reports.

This helps us build trust with our customers and demonstrates that our work is of the highest quality. Our accreditations prove that we meet the necessary requirements around health and safety, equal opportunities, diversity and environmental management practices.

Having accreditation also shows our customers that we are committed to industry excellence, and our work can be trusted to meet and exceed the standards created by leading industry experts. It also means that we are part of the conversation when it comes to continuous improvement in the industry, meaning that we can remain at the forefront of innovation.

“Act with integrity and carry out work with due skill, care and diligence”

What does this mean, and why is it important?

Through every action, we ensure we uphold the core values of our business. This means always acting with integrity and honesty to build trust, confidence and respect into every working relationship.

Our aim is to build long-lasting relationships with our clients and to become the go-to provider. To do this, we know that we must always provide work that is to the highest standards. We regularly review our core values and principles to ensure we always act in alignment and continuously improve our service to provide the best customer experience.

With due diligence, we make sure to have transparent processes and efficient workflows to ensure that every experience with Assessment Hive aligns with our mission and passion for excellent service.

Our team is comprised of accredited industry professionals with a customer-focused mindset. Furthermore, we commit to ongoing training and development to ensure we always work with due skill, care and attention.

“At all times maintain adequate and appropriate insurance to protect consumers”

What does this mean, and why is it important?

Our customers remain our priority at all times, and everything we do has their best interest at heart. We ensure that we have full insurance that means we are always legally compliant. Furthermore, it protects our customers from any unforeseen events.

For our customers, having insurance builds trust. When customers know that we maintain appropriate insurance, they can trust us to deliver the quality work we’re known for, and they have the assurance that insurance is always in place if even the most unlikely events occur.

At Assessment Hive, we believe being fully insured for our services means that we can always act with trust and integrity, which is critical to our core values.

“Conduct business in an honest, fair and professional manner”

What does this mean, and why is it important?

Our focus is always on building long-term relationships with clients. This can only happen when we deliver our best work and ensuring honesty and trust remain throughout everything we do.

It is our priority to provide clients with accurate information and advice so that they can make informed decisions. We know this fairness and transparency shines through as we regularly support clients looking for second opinions. Assessment Hive is often able to provide alternative solutions that surpass other providers.

By building this honesty and professionalism into every process, we set the tone for how Assessment Hive will always operate. This honesty adds value to everything that we do and helps us strengthen those connections that allow the trust to grow.

Our professionalism comes from building a comprehensive system of processes that ensures consistency and quality throughout every aspect. The Assessment Hive team really are hive-like in nature. We have a close bond to ensure that everything is handled seamlessly and smoothly for our customers.

“Handle complaints speedily and fairly”

What does this mean, and why is it important?

In the rare event that a complaint occurs, it is our priority to rectify the matter in a way that best suits the customer. We work quickly and efficiently to diagnose the problem and find a solution. All the while, we keep the customer informed throughout the process.

While we work hard to reduce the chance of complaints, we understand that sometimes issues can occur. We welcome client feedback as it gives our team a chance to address the problems and put in place improvement measures to prevent any further complaints in the future.

At Assessment Hive, we welcome honest conversations with our customers and are always looking for ways to improve our services and make sure we are always learning from our customer feedback.

We believe that addressing complaints as quickly and fairly as possible are key components that are vital for a successful outcome for both the business and the client. We know that when we better understand our clients, we can continue to enhance our services and create a space to build customer loyalty.

“Ensure that products and services comply with industry registration rules, standards and relevant laws”

Respect the law in the UK and around the world

What does this mean, and why is it important?

We operate in the UK and respect the rules, standards, and laws. This applies to all that we do or plan to do business. We work closely with legal professionals to make sure our services and processes are legally compliant. Furthermore, we stay informed of the latest legal compliance and industry developments so that our processes always follow the latest recommended guidance.

With full legal, governmental and industry compliance, our customers can trust that we are always following the recommended and safest guidance.

“Monitor our compliance with the code”

What does this mean, and why is it important?

With this Code of Conduct, Assessment Hive shares its clear values and vision for the business. By documenting and sharing our Code of Conduct, we can be held accountable to our core beliefs, values and mission.

We share our Code with our team, customers and suppliers to ensure we uphold the highest standards for our business. This Code of Conduct is ingrained in everything that we do. By monitoring our compliance with the Code of Conduct, we can ensure that we are always delivering to the highest standard.

At Assessment Hive, we regularly review our Code of Conduct and our mission to ensure that it encompasses everything we set out to do. By monitoring our compliance with the Code, we can be sure that we live by our values and always put the customer first with fair treatment, honest advice, and value-adding services.

With continual monitoring, we will have a clear view of our operations and be able to quickly implement any changes or improvements to ensure that this Code remains at the heart of the organisation. As Assessment Hive continues to grow and thrive in the industry, we can keep reflecting on the practices and principles in this Code of Conduct that has enabled us to achieve fantastic results for our customers and the business overall.



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CODE OF BUSINESS CONDUCT

Increasing Value Through Quality