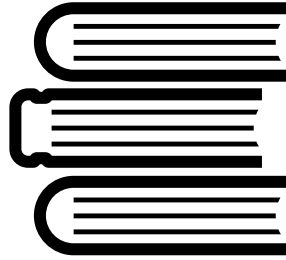




Company Policies



BUSINESS ETHICS POLICY

Version SPKBEP01

Last updated:
03/07/2023

Reviewed: Annually or when new industry guidelines are issued.

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BUSINESS ETHICS POLICY

Spook believes in being a responsible business. This policy outlines how our values shape our business and our commitment to working in a way that's ethical and fair. It guides us when making decisions and helps us conduct our business with honesty and integrity.

Document main areas:

- Ethics
- Duty of care
- Confidentiality
- Contracts
- Pricing
- Payment
- Quality Assurance
- Employees
- Professional conduct

Ethics

As an industry leader, Spook recognises the importance of a good, trusting relationship with customers, employees and suppliers.

With this in mind we split our values into two distinct areas, each strive to help focus on delivery of an honest and ethical experience that reaches all who have dealings with us:

Business Values

- Customer Service
- Quality
- Innovation
- Reliability
- Efficiency
- Value for money

Ethical Values

- Integrity
- Honesty
- Openness
- Fairness
- Responsibility

Duty of Care

Spook will always conform to relevant law within the districts it trades. However, a duty of care is prominent in everything we do, from recommending technical solutions to our customers to supporting our staff, agency workers and third parties throughout our business.

Confidentiality

Spook is committed to maintain the highest degree of integrity in all our dealings with potential, current and past customers and employees, both in terms of commercial confidentiality and in conforming to requirements for the protection of all personal information received in the course of providing business services (spook.co.uk/privacy).

Contracts

Spook contracts use standardised terms and conditions. However, although these are suitable for the majority of our customers, we do provide the ability for changes subject to customer request and Spook approval. Contracts are provided using secure, electronic terms and conditions to reduce the need for paper copies.

Pricing

Spook believes in competitive pricing for our services and products offered. As such we do not generally offer arbitrary discounts with the exception of charitable organisations and organisations in the care industry such as the NHS; generally a reduction in monitoring prices is only enabled by extending the minimum term of contract.

That said Spook will always strive to propose solutions which accommodate customers available budgets and timescales. Wherever possible, charges are quoted up front in advance of any products or services supplied.

Payment

Payment terms are published in formal proposals and quotations as well as on Spook invoices.

Quality Assurance

As part of Spook's commitment to providing an excellent service, Spook works within the quality management criteria defined by ISO9001:2015; and makes a commitment to continuous improvement.

Employees

All Spook employees are paid competitive salaries and Spook is an equal opportunities employer. Salaries are the same for all genders within the salaried positions pay grade.

Professional Conduct

Spook aims to conduct all our activities with integrity and in a professional manner. The Spook founding directors are available to discuss any matters to anyone who requires clarification. These are:

- Martin Luck
- Andrew des'Ascoyne

Any such requests will be dealt with care and confidentiality at all times.

For more information regarding this policy please [contact us](#) and we will address each query accordingly.

- END -