

# Code of Conduct

Prepared by	René Morency, Managing Director
Approved by	John Beck, Strategy Director
Last updated	13th December 2024 by Robert Arnold

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## Introduction

Browser London Limited is committed to conducting business with integrity, professionalism, and respect. This Code of Conduct sets out the standards of behaviour expected of all directors, employees, contractors, and partners representing Browser London.

As a user experience, design, and engineering consultancy working across government, public sector, cultural, and commercial organisations, we recognise our responsibility to act ethically, safeguard trust, and deliver work that reflects our values.

This Code applies to all professional activity undertaken on behalf of Browser London, whether working remotely, on client premises, or in collaboration with third parties.

## 2. Professional Behaviour and Respect

We treat everyone with respect and fairness, regardless of role, background, identity, or perspective.

All individuals representing Browser London are expected to:

- Act courteously and professionally in all communications and interactions
- Foster a collaborative, inclusive, and supportive working environment
- Avoid behaviour that could be considered discriminatory, harassing, intimidating, or disrespectful
- Value diversity of thought and experience, particularly within multidisciplinary teams

We do not tolerate bullying, harassment, or any form of inappropriate conduct.

## 3. Integrity and Ethical Business Practice

Browser London operates with honesty and transparency in all commercial and professional dealings.

We commit to:

- Representing our capabilities, experience, and availability accurately
- Avoiding conflicts of interest, or declaring them promptly where they may arise
- Never offering or accepting bribes, inducements, or improper advantages
- Complying with all applicable laws, regulations, and contractual obligations

Decisions are made in the best interests of our clients, users, and long term sustainability, not short term gain.

## 4. Client Relationships and Delivery Standards

We take pride in delivering high quality, user centred digital services built on trust and collaboration.

All client work is carried out with:

- Clear communication, realistic expectations, and professional accountability
- Respect for client time, resources, and organisational constraints
- A commitment to accessibility, usability, and ethical design principles
- Proper governance, documentation, and handover where required

We act as a responsible partner, not just a supplier, and aim to create lasting value through thoughtful delivery.

## 5. Confidentiality and Data Protection

Protecting client and user information is fundamental to our work.

All team members must:

- Handle confidential and sensitive information responsibly and lawfully
- Comply with GDPR and client specific data protection requirements
- Use secure devices, accounts, and access controls approved for the work
- Avoid unauthorised sharing, storage, or retention of data

Information is accessed strictly on a need to know basis and retained only for as long as necessary.

## 6. Use of Technology and AI

Browser London uses technology responsibly and with clear intent.

This includes:

- Applying AI and automation only where it delivers meaningful, explainable value
- Avoiding opaque, unsafe, or unethical uses of emerging technologies
- Ensuring transparency with clients about how technology is used
- Respecting intellectual property and licensing terms

Technology should enhance human decision making and user outcomes, not undermine trust or accountability.

## 7. Health, Wellbeing, and Safe Working

We support flexible, remote first working while maintaining high standards of wellbeing and professionalism.

We encourage:

- Healthy working patterns and respect for personal boundaries

- Openness around workload, pressure, and support needs
- Safe working practices, whether remote or on site

Everyone has a responsibility to contribute to a safe and supportive working environment.

## 8. Speaking Up and Accountability

We encourage openness and responsibility at all levels.

Anyone representing Browser London is expected to:

- Raise concerns about unethical, unsafe, or inappropriate behaviour
- Report suspected breaches of this Code in good faith
- Cooperate with any review or investigation

Concerns will be handled seriously, fairly, and confidentially, without retaliation.

## 9. Responsibility and Compliance

All individuals working with or for Browser London are expected to understand and comply with this Code of Conduct. Breaches may result in corrective action, up to and including termination of engagement, depending on severity.

## 10. Raising Concerns and Grievances

Browser London Limited is committed to maintaining a fair, respectful, and open working environment. We encourage individuals to raise concerns or grievances early so they can be addressed constructively and appropriately.

Grievances may relate to workplace behaviour, treatment by colleagues or clients, breaches of this Code of Conduct, or any situation that may affect wellbeing, professionalism, or ethical delivery.

Where possible, individuals are encouraged to:

- Raise concerns informally in the first instance with the Managing Director or an appropriate senior contact
- Clearly explain the nature of the concern, the impact, and any steps already taken

If an informal approach is not appropriate, or if the issue remains unresolved:

- Concerns may be raised formally in writing to the Managing Director
- All grievances will be handled fairly, confidentially, and without retaliation
- Issues will be reviewed promptly, with outcomes communicated clearly and respectfully



Browser London takes all grievances seriously and is committed to ensuring that anyone raising a concern in good faith is supported and treated with professionalism throughout the process. Please speak directly to your line manager if you need to raise any concerns and grievances.