



CODE OF CONDUCT POLICY STATEMENT

At Lowcock Builders, we are committed to conducting business with integrity, professionalism, and respect. This Code of Conduct sets the standard for behaviours and responsibilities expected from all directors, managers, employees, contractors, and representatives of our company when interacting with clients, subcontractors, suppliers, and each other.

OBLIGATIONS

General Principles

- Act honestly, ethically, and with integrity in all dealings with clients, subcontractors, suppliers and team members;
- Comply with all laws, regulations, codes, standards, and contractual obligations;
- Represent Lowcock Builders in a manner that upholds our reputation for quality, safety, and fairness;
- Report any breaches of this Code or unethical behaviour through appropriate company channels.

Conduct Towards Subcontractors

- Treat subcontractors as valued partners, with fairness and respect;
- Provide clear instructions, scope of work, and expectations;
- Ensure payment practices are transparent, timely, and in accordance with contractual obligations;
- Uphold a safe and respectful workplace environment for all subcontractors;
- Encourage collaboration and open respectful and positive communications;
- Represent Lowcock Builders in a manner that upholds our reputation for quality, safety, and fairness;
- Report any breaches of this Code or unethical behaviour through appropriate company channels.

Conduct Towards Clients

- Treat all clients with professionalism, respect, and courtesy;
- Communicate clearly, honestly, and in a timely manner;
- Deliver projects to the highest possible quality, on time, and within budget.;
- Respect client confidentiality and protect sensitive information;
- Address concerns or complaints promptly and constructively.

Conduct Towards Suppliers

- Build strong, transparent, and fair relationships with suppliers;
- Ensure procurement decisions are based on merit, value, and compliance with company procedures;
- Avoid conflicts of interest or preferential treatment;
- Honour commitments and maintain clear communication on supply and delivery requirements;
- Support sustainable and ethical sourcing practices;
- Always communicate to /and about our suppliers in a respectful manner in line with the company's expectations.



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Conduct Towards Staff

- Treat all staff with respect, fairness, and dignity;
- Do not talk about or discuss staff members with anyone outside of the company;
- comply with the company's confidentiality agreement;
- Promote a safe, healthy, and inclusive workplace free of discrimination, bullying, or harassment;
- Support professional growth, training, and career development;
- Value teamwork, diversity, and individual contributions;
- Recognise and celebrate staff achievements.

Ethical & Professional Behaviour

- Avoid conflicts of interest and disclose potential risks promptly;
- Maintain confidentiality of all company, client, and project information;
- Ensure professional behaviour at all times - on site, in the office, and in the community;
- While in our company uniform ensure your conduct is in line with this code of conduct.

COMMITMENT

This Code reflects the values of Lowcock Builders. All employees, subcontractors, and suppliers are required to understand, acknowledge, and comply with it at all times. Together, we will maintain a culture of respect, quality, and professionalism.


To implement this policy, we shall focus on the needs of our business with reference to consistently meeting our clients and project requirements. Our quality management system will provide a way to monitor system issues and promote company improvements and growth.

Health, Safety & Environment

- Safety is our highest priority - everyone is responsible for maintaining a safe worksite;
- Comply with company safety systems, including Site Safety Management Plans, Safe Work Method Statements (SWMS), and relevant legislation;
- Immediately report hazards, incidents, or unsafe behaviours;
- Commit to minimising environmental impact and supporting sustainability practices.

Breaches of the Code

- Any breach of this Code of Conduct will be treated seriously and may result in disciplinary action, up to and including termination of employment or contracts;
- Subcontractors or suppliers who fail to meet these standards may face removal from future projects.


John Lowcock, Managing Director
01/09/2025