

QBD.22 Business Ethics Policy

1. Purpose

The purpose of this policy is to set clear expectations for ethical behaviour at Rayan Facilities Management Ltd. It ensures that all employees, contractors and business partners act with integrity, comply with the law, avoid misconduct, and uphold the company's reputation.

2. Scope

This policy applies to all employees, agency workers, contractors and representatives acting on behalf of Rayan FM.

3. Policy Statement

Rayan FM is committed to the highest standards of ethical conduct, honesty, transparency and professionalism in all business dealings. We expect everyone representing the company to:

- Act with integrity at all times.
- Make decisions that are fair, lawful and responsible.
- Declare conflicts of interest.
- Protect confidential information.
- Avoid bribery, corruption and fraud.
- Treat others with dignity, respect and fairness.
- Promote equality, diversity and inclusion.
- Support a culture where concerns can be raised without fear.

4. Responsibilities

Managing Director:

- Provides leadership and oversight of ethical conduct.
- Ensures adequate training and resources.

Managers / Supervisors:

- Lead by example.
- Ensure employees understand and follow this policy.
- Support employees who raise concerns.

Employees:

- Follow the company's ethical rules.
- Report unethical behaviour.
- Avoid conflicts of interest.

- Maintain confidentiality and professionalism.

5. Areas of Ethical Conduct

5.1 Anti-Bribery & Gifts

- Rayan FM operates a zero-tolerance approach to bribery in accordance with the Bribery Act 2010.
- Employees must not give or accept gifts, hospitality or favours that could influence business decisions.
- Any gift offered must be declared to a manager, regardless of value.

5.2 Conflicts of Interest

Employees must avoid personal, financial or professional interests that conflict with Rayan FM's interests. Examples include:

- Secondary employment that conflicts with the company.
- Personal relationships that could influence decisions.
- Using company information for personal gain.

Secondary employment is only permitted with written authorisation from senior management.

5.3 Confidentiality & Data Protection

All employees must protect confidential and sensitive information. Information must not be disclosed to third parties unless authorised. This policy aligns with UK GDPR and the Data Protection Act 2018.

5.4 Equality, Diversity & Respect

Rayan FM is committed to a workplace free from discrimination, intimidation, harassment or bullying. We provide equal opportunities regardless of protected characteristics.

5.5 Whistleblowing

Employees must feel safe to raise concerns about unethical behaviour, wrongdoing, malpractice or policy breaches. Reports will be handled confidentially and without retaliation.

5.6 Relationships in the Workplace & With Clients/Suppliers

Personal relationships must not compromise professional judgement or create conflicts. Relationships with customers, suppliers or competitors must remain professional.

5.7 Environmental Responsibility

Employees must act responsibly to minimise waste, use resources efficiently and support environmental objectives.

6. Training & Awareness

- Ethics training will be provided during induction and refreshed periodically.
- Managers will cascade updates as policies evolve.

7. Breaches of the Policy

Breaches of this policy may result in disciplinary action, up to and including dismissal.

8. Review

This policy will be reviewed annually or earlier if legislation, standards or business needs change.

Signed:


Siobhan Hamill
Managing Director



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