



## **INDEPENDENT CONTRACTOR CODE OF CONDUCT**

1. Independent Contractors shall always dress professionally and present themselves in a professional manner.
2. Consumption of alcohol or illegal drugs prior to or during a RQA assignment will result in instant dismissal and follow up legal action may be instigated.
3. Independent Contractors will ensure all details of their work with RQA is kept strictly confidential.
4. Independent Contractors shall not accept any inducements, commission, gift or any other benefit from the client, its employees or any interested party or knowingly allow colleagues to do so. If you are offered any such inducement, it must be politely refused referencing RQA Group policy and reported immediately to your RQA Group office contact.
5. As an Independent Contractor of RQA, you should not engage in activities that could be construed as illegal, unethical, immoral or would in any way jeopardise RQA's ability to operate the business or be considered to negatively affect the relationship with our clients.
6. Independent Contractors must follow the health and safety guidance in the locations they visit. If you have any concerns about health and safety, contact RQA Group immediately.
7. Independent Contractors must not use mobile phones whilst driving unless it is safe and legal to use an approved hands-free device. If you need to make a call or respond to a message, only do this once the car is safely parked and the engine is turned off.
8. Independent Contractors must take regular breaks when driving, i.e. every two hours at least a 15 min break if driving on long journeys and must also be realistic to what travel is feasible especially after doing a full day's work on site.
9. Independent Contractors shall always act professionally even under adverse pressure from a client.
10. Independent Contractors will respond honestly and comprehensively to RQA if there is a complaint related to the Independent Contractor's service delivery or other related matter.
11. Independent Contractors shall not act in any way that would prejudice the reputation of RQA Group and will cooperate fully with an enquiry in the event of any alleged breach of this Code.
12. Independent Contractors will consider the environmental impact of their work for RQA Group and take positive action where practical.