

Code of Conduct

Graceton Engineering Limited T/A Gough Brothers

Our code of conduct is not the same as our terms and conditions of sale, which are purely to cover the legal aspects of the sales transaction. Our code of conduct reflects, as far as possible the way that we do business, and also covers any issues of potential misunderstanding concerned with your trading style, and even your business philosophy. Our code of conduct states our company's position on issues that you might consider to be an important criteria in the approval of suppliers.

1. Confidentiality:

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and associates.

2. Ethics:

We always conduct our own services honestly and honorably, and expect our clients and suppliers to do the same. Gough Brothers advice, strategic assistance and method of operation take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

3. Duty of care:

Our actions and advice will always conform to relevant law, and we believe that all businesses and organizations, including Gough Brothers, should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society as a whole.

4. Conflict of interest:

Due to the nature of our business and the scale of the local economy we respect your interests and our own in equal measure and always refer to the first part of our code of conduct, Confidentiality.

5. Contracts:

Our contract will usually be in the form of a detailed proposal, including aims, activities, costs, timescales and deliverables. The quality of our service and the value of our support provide the only true basis for the continuity of the contract. We always try to meet our clients' contractual requirements, and particularly for situations where an external funding provider requires more official parameters and controls.

6. Fees:

Our fees are always competitive for what we provide, which is a high quality, tailored and specialised service. We do not generally offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of services to be delivered. That said, we always try to propose solutions which accommodate our clients' available budgets and timescales. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our clients can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

7. Payment:

We aim to be as flexible as possible in the way that our services are charged. Some clients prefer fixed project fees; Others are happier with retainers, and we try to fit in with what will be best for the client. We make no attempt to charge interest on late payments, so we expect payments to be made when agreed. Our terms are generally net monthly in arrears.

8. Intellectual property and moral rights:

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our clients. In return we respect the moral and intellectual copyright vested in our clients' intellectual property.

9. Quality assurance:

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular progress reports.

10. Professional conduct:

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgment and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

11. Equality and discrimination:

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

12. Accounting and business records:

Gough Brothers accounting systems conform to best business accounting practices. All our records are maintained in an accurate manner to allow internal financial controls and external filing to the relevant authorities. External filings are a matter of public record and have been adhered to by due dates.

13. Safety:

Health and safety is and always will be first at Gough Brothers. Our safety statement is updated on an annual basis or amended to adhere to current government legislation. Staff communication and training are continually maintained. A copy of our safety statement is available at: http://media.wix.com/ugd/626e48_058df041421248cbb887be41ce2673ab.pdf . Our safety statement is only part of our safety work procedures but forms the back bone of our safety file for each and every instillation. Safety Method statements and Risk assessments are carried out for each task required.

14. Environmental:

Due to the nature of our business, environmental responsibilities are always at the forefront of our business philosophy. We aim to exceed all local environmental laws and regulations by implementing the latest available technologies with regard to water reclamation, wash technology and good management of any recyclable materials.

15. Working conditions:

All work carried out by Gough Brothers for our clients are Implemented by and completed by our own engineers and no third party contractors are used. We pride ourselves on our forty year history in relation to staff relations and work practices. We always try to exceed statutory government requirements and industry norms.

16. Anti-corruption:

Gough Brothers expect to tender for a contract in a competitive and fair manner and if successful in winning the contract the reason will be transparent. No gifts or inducements will be offered OR accepted and any suggestion will be recorded and reported to the relevant authorities.

17. Insurance:

Full business insurance is carried including public, employer and design liability insurance.

