

Code of Conduct

The work we do is vitally important – and so is the way we do it. This Code of Conduct reflects our commitment to cultural relations work that is ethical, has integrity, and puts well-being, inclusion and fair treatment at its heart. The Code makes it clear that the Lightware, wherever it operates in the world, is a single organisation with shared values.

Those values – open and committed, expert and inclusive, optimistic and bold – should inform our decision making and guide the way we go about our work. This document sets out the values, standards and behaviours we expect and require from everyone, in whatever capacity and wherever they work: either for, with or on behalf of the Lightware.

The Code describes general principles. It does not cover everything, and it should be read alongside our policies and guidance, which you should also familiarise yourself with. There is a link to some of these policies within this Code.

The principles in the Code apply to all our staff worldwide and must be adhered to unless local law restricts this in some way. If you believe that such a restriction exists, please consult HR. If in doubt about any aspect of this Code you should seek guidance from a manager or from your Human Resources business partner.

Cultural relations is an exchange of values just as much as it is the exchange of ideas, knowledge and experience. It's essential that as we go about our work, each one of us demonstrates the values we seek to share with the world.

Company Values

Our values underpin everything we say and do, how we work with people, behave towards them and communicate. Here is a brief description of what each one means to us.

Open and committed

Our belief in what we do translates into a deep and long-term commitment to the people we work with and the places where we work. We tackle challenges and take responsibility with openness and honesty to bring about positive change.

Expert and inclusive

Inclusion is at the heart of everything we do. By involving everyone in the conversation we learn from each other and bring together all of our experience, knowledge and expertise to do the best work that we can.

Optimistic and bold

We believe in the potential of young people to create a better world. Inspired by this optimism, we are positive and creative and we focus on what works. We are not afraid to make bold choices to shape a better future for everyone.

Principles

Transparency

According to our belief Transparency and accountability work cooperatively to improve a company's overall performance. Our board is having all staff online presentations in every quarter about the main goals and results of the company, as we believe all employees are responsible for their actions, behaviors, performance, and decisions. As with workplace transparency, accountability leads to a general increase in employee commitment and morale.

Diversity

Equality, diversity and inclusion are integral to our cultural relations work. This means we commit to ensuring that there is no discrimination on the basis of any of the following: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation



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Health and safety

We should make every reasonable effort to ensure the health and safety of everyone who works for us, wherever they may be working, and comply with local law. This includes visitors, students, contractors, colleagues and others using our premises or involved in our work as well as our own health and safety.

Behaving ethically and responsibly

Behaving with integrity helps build trust and confidence and enhances our reputation. Therefore, we must never abuse or harm our colleagues, customers, clients, partners, associates or any member of the public.

When dealing with everyone whether that be customers, clients, partners, suppliers, fellow employees and others, we should all act in accordance with our values and relevant policies. The way those values are put into practice will depend upon the relationship we have with the person we are dealing with and our relevant policies but will include treating people fairly taking the time and trouble to understand what others require and providing them with a professional response which deals with their specific requirements.

Working together

We should always treat people in accordance with our values and as a global organisation show respect for local cultures and customs.

Separating the personal from the professional

We must avoid any activities that are in conflict or competition with our cultural relations work or would prejudice it.

We should not use our position in the Lightware for personal advantage or gain. This includes outside business interests or employment, both of which require approval. Employees can refer to our conflict of interest policy on the intranet.

Other outside activities

Playing an active role in the community and other outside activities helps us experience and contribute to a wider world. However, we should avoid contributions that may damage or reflect badly on the Lightware.

We should think carefully before taking an active part in national, state and provincial party politics. This participation needs senior manager agreement.

Lightware is committed to upholding the highest ethical and behavioural standards and does not tolerate malpractice or wrongdoing anywhere in the organisation. If you become concerned about something you see, hear or experience at work, pls report this immediately to your senior or directly to the HR. (For employees this will normally be through your line manager, your line manager's manager, your HR business partner or a senior country or business manager.)

Examples of malpractice or wrongdoing include abuse of a vulnerable adult, bullying or harassment, theft, fraud, false accounting, misuse of the Lightware's assets, giving or receiving bribes, failure to disclose outside business interests, breaches of regulatory requirements, as well as breaches of this Code of Conduct and other Lightware policies.

You can be assured that you will not be penalised for raising a concern that you honestly believe to be true, even if it is later found to be a mistake.

Concerns should not be raised to pursue personal grievances. Malicious false allegations will be regarded as a disciplinary matter.

