# Code of business conduct

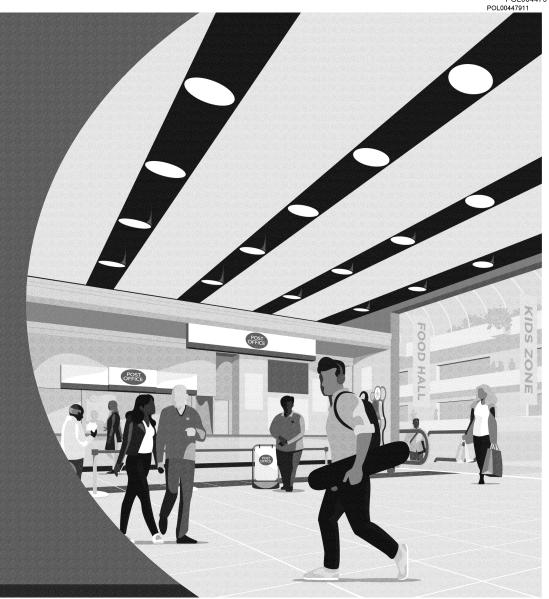A quick guide

POST OFFICE

**Our purpose**

We're here, in person, for the people who rely on us

**Our business outcomes**

Save to invest

Thriving partnerships

Fuelled by digital

Create new confidence

**Our behaviours**

Be curious

Move it forward

Own the outcome

Back each other

# Welcome to The Code

It outlines the expectations we have for how we act and how we make decisions

It sets out what we stand for, the principles we hold ourselves accountable to, and what we expect from every single person working for and with Post Office, helping us all make informed decisions and good choices.

What are my responsibilities?
- Know and live the Code
- Complete mandatory training
- Behave in an ethical manner
- Follow the law
- Ask for help
- Speak up

And if I am a manager, I will also:
- Lead by example and model the code
- Ensure my team members have read the code and completed mandatory training
- Be responsive and create a 'speak up' culture
- Take action

So, are you in?

Join your outstanding, committed Post Office colleagues around the UK and put your name to The Code.

To achieve our purpose,
I will live by our Code every day.

**I'm in**

# Post Office Policies and Guidelines

Our policies and guidelines support us to deliver our purpose and strategy in line with our culture.
You can find all the policies in our Key Policy Framework.

Further written standards, guidance and policies may apply to the role you are in, speak to your manager
or another manager if you need more information and Speak Up if you are in any doubt or are just not sure.

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|---|---|
| **Speak up** ⊙ | Maintaining accurate business records |
| **Ethical decision-making framework** ⊙ | Managing personal data properly ⊙ |
| **The Yes Check** ⊙ | Managing risk ⊙ |
| Avoiding conflicts of interest ⊙ | Preventing bribery and corruption ⊙ |
| Communicating with the public and journalists | Preventing financial crime ⊙ |
| Creating a healthy and safe work environment ⊙ | Preventing modern slavery ⊙ |
| Dignity at Work ⊙ | Protecting Post Office information ⊙ |
| Diversity and Inclusion ⊙ | Protecting the environment ⊙ |
| Ensuring financial accuracy and integrity | Using social media |
| Health and wellbeing ⊙ | Working with suppliers |