

One Standard™

'As a leading professional services company, we set the very highest standards for the quality of service we provide and the way we run our business.

One Standard™ ensures that when conducting our business we demonstrate strong, committed, responsible behaviour; treating staff, customers and stakeholders fairly; with honesty, integrity and respect.

Without exception every member of our team shares the responsibility to work to One Standard™ and conduct our business in a professional, safe, ethical and responsible manner to ensure Excellence as Standard'.



Focus

One standard™ focuses on and guarantees:

- Adherence to national and international laws and regulations
- Responsibility and accountability, Internal control procedures and Corporate governance compliance
- Maintaining professionalism, updating knowledge and ensuring high quality standards are delivered
- Reducing costs whilst managing business risk in order to remain competitive



Values

We aim to be the trusted partner of choice for clients aspiring to Organisational Excellence, through the delivery of high quality, cost effective and sustainable solutions that match and where possible exceed stakeholder expectations.

We support clients in addressing their most pressing organisational issues through the provision

of highly professional, well planned, customer focussed services which deliver expected business benefits on time, every time.

Our values clearly define what we stand for. They are the core business rules by which we operate as individuals and collectively.

- **Excellence** - We aim to consistently deliver work to the high standards required by our business and beyond those expected by our clients
- **Accountability** - We take individual and collective ownership for the delivery of outstanding service to our clients
- **Integrity** - We are honest, objective, consistent and thoroughly professional in our dealings with stakeholders
- **Leadership** - We work hard to develop the attitudes and behaviours which command the trust and respect of colleagues and clients
- **Stakeholder Focus** - We place great importance in engaging with stakeholders to understand and fully address their needs



Speak Easy

Speak Easy is an initiative that enables our people to confidentially raise their concerns regarding actions and behaviours which they feel do not align to the One Standard™. The aim of the initiative is to support the joint responsibility of working to One Standard™ in order to manage our reputation.



Legal Compliance

Linea and its employees are bound by the law. We ensure that all of our business activities comply with all applicable laws and regulations. Additionally we follow our own internal rules and regulations, which are specific to Linea and often go beyond what is required by law.

One Standard™



Personal & Commercial Integrity

Our employees understand that conflicts of interest (either actual or perceived) arising between their duties as a Linea employee and any interest outside of work affect our company reputation.

Potential areas of concern and focus comprise:

Personal Integrity

- **Other work interests and affiliations**
Undertaking employment for other organisations or being affiliated to other organisations whilst employed by Linea
- **Working with close relatives**
Situations where a close relative works for or provides services to a competitor, client, contractor or supplier
- **Investments**
Situations where there is a 'significant interest' in a competitor, supplier, or customer
- **Insider trading**
Using 'inside information' directly or indirectly for personal gain or the benefit of family or friends
- **Gifts & hospitality**
Giving and receiving personal gifts and hospitality is discouraged. Gifts over £25 and hospitality in excess of £150 requires line director approval

Commercial Integrity

- **Competition and anti-trust laws**
We take anti-trust law very seriously and refrain from collusion with clients, suppliers, competitors or associates. We do not tolerate breaches of competition law
- **Trade associations**
Trade association involvement is encouraged but requires line director approval to ensure compliance with competition law
- **Money laundering**
We comply with money laundering prevention

laws and do not accept payment via cash, travellers cheques, third party payments or money orders

- **Bribery & corruption**
Giving or receiving gifts, payments or other benefits in order to gain a commercial advantage is not tolerated
- **Reporting & accounting**
All financial and non-financial information is recorded in an accurate and objective manner
- **Data privacy**
We hold data about our employees, clients, suppliers and associates. We ensure that all data is managed in line with our robust and rigorous data management standards

We have measures in place to monitor and mitigate potential issues, focusing on prevention through training and education and identification through regular spot checks and investigations.



ISO 9001 Quality Assurance

Linea is currently in the closing stages of achieving ISO 9001 certification for the development of its Quality Assurance System (QAS). The award specifies that we have defined, established and maintained an effective quality assurance system and is testament to the quality of our service and desire to put clients at the centre of everything we do.



Professional Associations

Linea is a corporate member of a wide variety of professional associations spanning multiple industries and sectors. We are proud of these associations and have implemented strict codes of professional conduct, accountability frameworks and invested in knowledge management systems to ensure compliance with industry standards, best practice and service quality.