



CODE OF ETHICS

WORKPLACE PRINCIPLES

We are a small company that prides itself on promoting open and transparent communication at all times, with a work ethic that reflects a common desire to achieve success and share in the resulting rewards.

All staff are treated with respect and honesty and are encouraged to contribute positively at all times.

CORPORATE ETHICS

Heaps + Stacks expect everyone to behave with integrity in any actions or relationships that involve The Company.

You should be confident that your actions or behavior will not cause embarrassment to The Company, yourself or any external supplier or service provider.

The 2010 Anti Bribery Act sets out clear parameters for what is acceptable or not when giving or receiving corporate hospitality, which should be reasonable and proportionate.

As an employee of Heaps + Stacks you must be clear about our approach:

1. All gifts and or hospitality given or received must be recorded.
2. If you believe there may be a conflict of interest you must declare this to your line manager.
3. Small value items like diaries, pens or chocolates you may accept as long as they are recorded, items likely to be valued above £10 must be declared
4. If you are unsure whether it is acceptable to offer or receive gifts or hospitality, you must seek approval from your line manager before proceeding.

Failure to comply with these regulations may mean disciplinary action is taken and this could result in dismissal.



CONDUCT IN THE OFFICE (SPELLING OUT THE BASICS SO WE ARE ALL ON THE SAME PAGE!)

The team are to use initiative, creativity and make sure the most pressing deadlines are prioritised always.

The team should come dressed and prepped to meet a client at any time (unless on load-in/de-rig/prep days).

The team are asked to keep their work space and the office tidy.

The team are not to reveal the name of suppliers to clients to avoid them going direct and a loss of business.

The team are never to reveal the exact cost of items as mark up and management will be applied to all costs in the budget.

When we come back from jobs – please make sure boxes are tidied away and the process detailed on the 'wrap sheet' is stuck to (this can be found In the checklists folder)

Email management – Please make sure client emails are during the same day - unless you are on site or it comes through past 5.30pm.

If you are on site, please make sure that your Out Of Office is on and directs to a phone or email of another team member.

You won't always have the answer immediately - If you don't have the answer to an email, tell the client you are finding out – don't leave them hanging.

Deadlines - if you are asked for work (ideas, costs, documents or info etc) by a certain time that's because a client needs it for a certain time. Please try and stick to deadlines where we can to build trust. If you're not able to make the deadline please let people know and let them know when they can expect the work.

Re read everything and proof everything – we are creatives spelling isn't our thing!

Always ask yourself - how can this look or be better as we want to be doing the best work possible!



Cultural awareness – please make sure you stay up to date with what other brands/trends/clients/agencies– this is imperative to our success. We share trends around on Monday each week.

CONDUCT ON THE SHARED FOLDERS

Once invited into the shared folders please make sure the following actions are carried out.

All docs to be named as the following:

HeapsandStacks_JobName_ClientName_01JAN2021_v1

Please make sure documents sent to clients are always PDFs and that all folders are neat and tidy.

Any old versions need to be moved to an 'OLD' folder

Google sheets will be shared with you on joining which will give you access to passwords/ Cost tracker / TOIL tracker etc

CONDUCT WITH FINANCE (FULLY LISTED SEPARATELY)

On each job you will be required to log all spend in a tracker – everyone can spend up to £250 per transaction without sign off, above this Anya will sign off.

The tracker will be shared (on Google sheets) with you and you will be required to keep it up to date, with cash, credit cards, personal expenses and BACs spend.

All email confirmations and hard copy receipts need to have the VAT breakdown then they need to be (first photographed if IRL) forwarded to heaps.stacks@receiptbank.me (and cc info@heaps-stacks.com)

Please make sure receipts are kept safe for each job in a folder and submitted to Keziah during recon (hard copy).

Make sure Net, VAT and Gross are always filled in the tracker (as the budget is based on Net costs).



It's very important that you use your H+S email and the H+S Amazon and Ebay (etc) accounts so that we can track and return items if needed when you aren't in the office – PWs for these are saved in the Google sheet

All credit and debit cards are registered here: 24 Marryat Square, Wyfold Rd, SW6 6UA

CONDUCT ON SITE

Conduct on site is of massive importance. Team are to be friendly and engaging at all times and to promote positive relations with clients.

Dress code will be specified per job but you may be required to wear a uniform or branded uniform.

During live activity with guests the team will be asked not to use their mobile phones or drink/eat front of house – as attention should be on the job in hand!

The team are by no means able to drink alcohol at an event as will void our insurance.

The team must always make sure there's always good music and lighting on around the activations – especially at low budget workshops can make a huge difference!

The team must always photograph your events to document as much as possible to make sure we have something to use for social.

The team will need to constantly keep an eye on the event space to make sure set looks nice for the full duration of the event including the BOH (this means tidying away coffee cups, old glasses and rubbish that will naturally gather).

The team must always make sure uniforms and shoes are neat and clean.

All items (props/kit/materials etc) are charged to the client at a hire rate unless stated otherwise – if there's any questions and you are unsure please do ask Keziah.

The team may only claim per diems – when working on site during a meal time (detailed below)

The team can use event specific Whatsapp groups on site or the H+S team Whatsapp group.



The team will be expected to come back to the office after events to return kit (unless agreed before hand)

When using hire furniture or venues please photograph pieces to record the condition/damage (to avoid emails post event from hire companies).

WHISTLE-BLOWING: PUBLIC INTEREST DISCLOSURE

We aim to conduct business with the highest standards of honesty and integrity and all of us should share this common goal. Any wrong-doing by either the Company or its employees should be reported. We believe that it is essential to create an environment in which employees feel able to raise concerns internally without fear of disciplinary action being taken against them as a result of any disclosure, and be assured that an investigation will take place.

The Public Interest Disclosure Act 1998 protects employees from dismissal or other disciplinary action when they report wrong-doing by their employers.

It aims to promote greater openness between employers and employees in the workplace.

Heaps + Stacks team went through this last in May 2021