



CANALES AUTY

## Canales Auty Code of Conduct

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## 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.

## Ethics

We always conduct our own services honestly and honorably, and expect our clients and suppliers to do the same. Our legal counsel and advice take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

## Duty of care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organizations, including this practice, 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 at large.

## 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 communication with all our customers, suppliers and associates.

## Professional conduct

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

## 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,





color, age or personal disability.

## **Bribery and Other Corrupt Behavior**

We have a strict anti-bribery and corruption policy. A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If an employee bribes (or attempts to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances the employee will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

## **Environmental Policy**

We are committed to being a leader in the legal community for sustainable business practices. Our goal is to lessen our impact on the environment through education and implementation of sustainable practices in the workplace, as well as in the home.

## **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.

## **Fees**

Our fees are always competitive for what we provide, which is high quality, tailored, specialized service. 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.

## **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





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best for the client. We make no attempt to charge interest on late payments, so we expect payments to be made when agreed.

