



# Code of Conduct

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*We expect all members and customers of the GGF (Glass and Glazing Federation) and its Group Companies to adhere to a strict Code of Conduct. This Code of Conduct sets forth the standards of behaviour that contribute to a respectful and professional environment for all individuals involved in our events, discussions, meetings, and other communication channels.*

**Respectful Engagement:** We encourage individuals to demonstrate respect for the views, opinions, knowledge, experience, and expertise of others. Politeness, honesty, and supportiveness are valued traits that reflect positively on the GGF and its Group Companies.

**Non-Discrimination, Bullying, and Harassment:** We have a zero-tolerance policy for discrimination, bullying, and harassment based on cultural or role differences, including age, disability, education, ethnicity, gender, language, national origin, political beliefs, race, religion, sexual orientation, marital or family status, and socio-economic status.

**Integrity and Professionalism:** Acting in a manner that upholds the integrity and good standing of the profession is of utmost importance. All individuals should align their actions with the overall objectives and reputation of the organisation.

**Courtesy and Respect:** Employees, members, and fellow customers should be treated with courtesy and respect at all times. Venues, equipment, and property should be used appropriately and with care.

**Prohibited Behaviour:** Threatening behaviour, physical violence, personal abuse, or verbal aggression towards staff or their associates will not be tolerated. It is strictly prohibited to record meetings or conversations without the prior knowledge or consent of all involved parties.

**Reporting Incidents or Concerns:** Any incidents or concerns regarding the conduct of others should be reported immediately to an employee or authorised representative.

**Personal Responsibility:** Everyone is responsible for acting consistently with this code and ensuring that they do not knowingly cause or permit others to act otherwise.

**Safety and Wellbeing:** We prioritise the safety and wellbeing of our staff, and we diligently log any breaches of the code to address them appropriately.

***Violation of this code could result in but not be limited to enforcement of the following sanctions:***

**Termination of Service Provision or Communication:** Depending on the severity and frequency of the violation, termination of service provision or communication with the GGF and or its group companies with immediate effect.

**Removal from Nominated Positions:** Individuals holding specific positions of responsibility within the GGF, or its group companies may be removed from those roles.

The specific consequence will depend on the circumstances of the violation, and the decision will be made following a fair and transparent investigation process.