



Your life.
Our experience.

Originator: S Morse
Department: Summer Centres
Version: 2022/2
Next reviewed: January 2023

TWIN SUMMER CENTRES

Staff code of conduct

The way we do business

- Acting in a professional manner.
- Conducting business with integrity.
- Treating people and the environment with respect.
- Acting in an ethically and socially responsible manner.
- Working together as a team and being innovative.
- Upholding our and our customers' reputations. This is the way Twin does business and is expressed in our code of conduct...

Code of conduct*

** Principles, values, standards and rules of behaviour that guide the decisions, procedures and systems of our organisation in a way that contributes to the welfare of our key stakeholders, and respects the rights of all individuals affected by our operations.*

To be successful, we must strive to develop and expand both as a company and individuals. Our core values of **one team, excellence, being dynamic** and **caring** help us to achieve this growth.

We have written a **code of conduct** as guidelines for all Twin staff to follow. This code is based on our values.

While the code provides a broad range of guidance about the standards of integrity and business conduct, no code can address every situation that individuals are likely to encounter. As a result, this code is not a substitute for our responsibility and accountability to exercise good judgment on proper conduct.

Our values

- **One Team:** We work together to improve individual lives and ensure opportunity is provided and nurtured whenever possible.
- **Be Dynamic:** We are passionate about people's learning, employment and cultural experience. Our continuous growth fuels our energy for positive changes.
- **Excellence:** Our in-depth knowledge base enable us to set the best and highest standards for serving our customers' needs.
- **We Care:** Whether it's the welfare and safeguarding of an international student, or, the commercial success of a global business partner, we consider every stakeholder's individual need as if they were our own.

Other professional behaviours

- We deliver services in accordance with Twin policies and professional standards.



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- We offer only those services we can deliver and strive to deliver no less than our commitments.
- We compete vigorously, engaging only in practices that are legal and ethical.
- We respect the confidentiality and privacy of our agents, students, our staff and others with whom we do business. Unless authorised, we do not use confidential information for personal use, Twin's benefit or to benefit a third party.
- It is unacceptable for us to receive or pay bribes.

Respecting others and the environment

- We treat our colleagues, customers and others with whom we do business with respect, fairness and courtesy.
- We take pride in the diversity of our workforce and view it as a competitive advantage to be nurtured and expanded.
- We are committed to maintaining a work environment that is free from discrimination or harassment.
- We try to balance work and private life and help others to do the same.
- We invest in the ongoing enhancement of our skills and abilities.
- We provide a safe working environment for our staff.
- We aspire to act in a manner that minimises the detrimental environmental impact of our business operations.

Upholding the Twin name

- Our clients and colleagues trust Twin based on our professional competence and integrity - qualities that underpin our reputation. We uphold that reputation.
- We respect our competitors, embrace competition and do not condone verbal or written abuse against others.
- We seek to serve only those clients whom we are competent to serve, who value our service and who meet appropriate standards of legitimacy and integrity.
- When speaking in a forum in which audiences would reasonably expect that we are speaking as a representative of Twin, we generally state only Twin's view and not our own.