



# NEW HORIZON TRAINING LTD

## CODE OF ETHICS AND PROFESSIONAL CONDUCT

*Doing things right is one of our most important values at New Horizon Training Ltd. We work hard every day to provide training, continuous professional development and learning activities for professionals to engage in to develop and enhance their abilities.*

*We are clear about what we mean when we talk about doing things right. Not only does it mean that we provide CPDs and training that is fairly priced and of exceptional quality, but it also means that every step we take in researching and providing our trainers and workshops is taken with ethics and integrity in mind. We source our training and material only from those who have impeccable standards and the latest knowledge in our field, New Horizon Training Ltd monitor the entire CPD operation for compliance with our code of conduct.*

*Doing things right is not an option at New Horizon Training Ltd but the training we host here means making a commitment to uphold our company values and following the code of conduct outlined in this document. Thank you for upholding our values and helping us to be the best CPD and training supplier we can be.*

*Lisa Williams Edgar, Founder New Horizon Training Ltd.*

We base our business code of ethics on common principles of ethics:

Respect for others. Treat people as you want to be treated.

Integrity and honesty. Tell the truth and avoid any wrongdoing to the best of your ability.

Justice. Make sure you're objective and fair and don't disadvantage others.

Lawfulness. Know and follow the law – always.

Competence and accountability. Work hard and be responsible for your work.

Teamwork. Collaborate and ask for help.

Here's a more detailed overview of our code:

**Be patient and courteous. Be inclusive.** We welcome and support people of all backgrounds and identities. This includes, but is not limited to, members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class, educational level, color, immigration status, sex, age, size, family status, political belief, religion, and mental and physical ability.

**Be considerate.** We all depend on each other to produce the best work we can as a company and profession.

Your decisions will affect clients, colleagues and delegates and you should take those consequences into account when making decisions.

**Be respectful.** We won't all agree all the time, but disagreement is no excuse for disrespectful behaviour. We will all experience frustration from time to time, but we cannot allow that frustration during training to become personal attacks. An environment where people feel uncomfortable or threatened is not a productive or creative one.

**Choose your words carefully.** Always conduct yourself professionally. Be kind to others. Do not insult or put down others. Harassment and exclusionary behaviour aren't acceptable.

This includes, but is not limited to:

- Threats of violence.
- Discriminatory jokes and language.
- Sharing sexually explicit or violent material via electronic devices or other means.
- Personal insults, especially those using racist or sexist terms. - Unwelcome sexual attention.
- Advocating for, or encouraging, any of the above behaviour.

**Repeated harassment of others.** In general, if someone asks you to stop something, then stop.

When we disagree, try to understand why. Differences of opinion and disagreements are mostly unavoidable. What is important is that we resolve disagreements and differing views constructively.

**Our differences can be our strengths.** We can find strength in diversity. Different people have different perspectives on issues, and that can be valuable for solving problems or generating new ideas. Being unable to understand why someone holds a viewpoint doesn't mean that they're wrong. Don't forget that we all make mistakes, and blaming each other doesn't get us anywhere.

Instead, focus on resolving issues and learning from mistakes.

New Horizon Training Ltd is solution focused with you in mind.