



Code of conduct and ethical behaviour

This Code of ethical behaviour defines the values meant to guide those who work at UNLOQ. The Code sets certain rules governing the conduct of staff and associates.

Our purpose

- ✓ We believe in the infinite power of people.
- ✓ To inspire change from within – impacting those they lead, work & live with.

Our mission

- ✓ We ignite the change by going beyond.
- ✓ We're responsive to what is needed.
- ✓ We learn and build on what is known.
- ✓ We enable the power of people, by integrating deep human interaction, technology, and science.

Our core work values

- ✓ **We're driven by openness and curiosity**, we explore, we listen, we want to truly understand, and we learn every day.
- ✓ **We're innovative and flexible**, we're responsive to what's needed and go beyond to find what works.
- ✓ **We thrive on making a real difference**, our purpose is about igniting meaningful change and that takes courage. We dare to challenge and hold ourselves to the highest standards so we can leave a lasting impact.
- ✓ **We're a highly connected and diverse community**, we are equals and operate as a close-knit team while serving clients across the globe.
- ✓ **We're genuinely nice people**, we make it fun, we're kind, we care for each other, and we get excited when others shine.

How we behave

- ✓ Competence, curiosity, integrity, innovative, optimistic, and energetic defines our professional attitude
We value each other's work, uphold respect and honesty, and seek to establish clear and open communication
- ✓ We are open to the contribution, suggestions, and constructive criticism from others
- ✓ We do not insult, discriminate against, or sexually harass others, and are accountable for inappropriate behaviour
- ✓ We are prepared to help each other and promote good team spirit
- ✓ We thrive by continuous improvement



- ✓ We make efforts to provide high-quality service provision
- ✓ We inspire, activate, energizing and empowering our clients and let them flourish
- ✓ We strive for excellence and innovative contributions to our clients
- ✓ We will process, store, and dispose of, any data regarding clients, in a manner that promotes confidentiality, security and privacy, and complies with all applicable laws and agreements
- ✓ We will not exploit a client or seek to gain any inappropriate advantage from the relationship
- ✓ We do not engage in unethical, illegal, abusive, or fraudulent activities
- ✓ If we experience inappropriate or unethical behaviour, we address this, if this is insufficient, we approach the confidential counsellor or the complaints committee
- ✓ If we are confronted with fraudulent behaviour or bribery practices, we contact the appropriate authorities
- ✓ We behave in a way that always reflects positively upon and enhances the reputation of UNLOQ and our clients

In addition

Our coaches are subject to the international code of conduct and complaint procedure of the European Mentoring & Coaching Council (EMCC): 'Global Code of Ethics for Coaches and Mentors' and/or the International Coaching Federation (ICF).