

‘Doing the right thing in express logistics’

IOC Code of Professional Conduct

“WE PLEDGE TO DO THE RIGHT THING”

This pledge has been developed by companies in the final mile delivery industry to demonstrate our ongoing commitment to do the right thing by our customers, clients and our people. We value our people and we are committed to providing excellent service, fair employment opportunities and being responsible businesses.

Ethical Best Practise

Doing the right thing ethically.

- We provide fair opportunity for all.
- We recognise the value of diversity in the workplace.
- We have zero tolerance policy for discrimination and harassment in the workplace, labour exploitation, modern slavery, human trafficking.
- Everyone should enjoy good labour standards, regardless of contractual status.

Environmental and corporate social responsibility

Doing the right thing for the environment, clean air, and de-carbonisation.

- We work to minimise the environmental impact of our business, including our vehicles and business practices.
- We commit to phasing out fuels that do not reflect our commitment to sustainable environment within appropriate time scales.
- We seek to reduce empty vehicle miles.
- We work towards and in the spirit of relevant environmental legislation.

Taking corporate & social responsibility seriously;

- We have a corporate and social responsibility policy.
- We recognise and embrace our wider corporate and social responsibilities to our market sector and community.
- We act as ambassadors, improving the sector, acting as good corporate citizens to our neighbours.

Health and safety, compliance and behaviour

Doing the right thing for a safe working environment.

- We have a Health and Safety policy and promote best working practices.

Working to the highest standards of compliance.

- We are committed to the safety of all road users and seek to develop, support and drive initiatives to improve the safety of all road users.
- We meet regulatory obligations of road use, ensuring vehicles are taxed, have relevant MOT, are roadworthy and compliant with relevant insurance.

'Doing the right thing in express logistics'

Working towards best practice driving and riding behaviour.

- We endeavour to use road space in a professional and considerate manner.
- We promote awareness of vulnerable road users to all our drivers and riders.
- We shall ensure that all our drivers and riders have appropriate and valid licences.

People Engagement status

We will provide clarity for all.

- We promise to treat all fairly, with respect, dignity and without discrimination regardless of status.
- We provide clarity of choice in different ways to work.
- All delivery operatives and agents shall be provided with clearly written and understandable information about their contract and engagement status.

Responsibility to consumers and clients.

We strive to provide the best customer experience;

- We publish our terms and conditions of business.
- We provide a robust complaints procedure and operate a complaints process with effective communication that works in a professional manner at all times.

Talent and future generations.

We wish to develop talent in the sector;

- We will develop talent in the sector to provide a continuity of service.
- We aim to develop talent to generate the best people with class leading skills for the express sector.
- The Professional Development Stairway is the guide to express sector careers.

The Professional Development Stairway.

