

**QHI Code of Conduct**

Introduction

**What is code of conduct?**

The QHI Code of conduct supports all of us to make the right decisions. We strive to provide guidance for situations that may occur. Our code of conduct aligns with our mission, values, and principles. This explains our standards of professional conduct.

Failure to adhere to our guidelines will be dealt with seriously. This may result in disciplinary action being taken place, in some cases, it may include dismissal in accordance with our policies and laws.

**Additional requirements**

The guidelines and information provided in the code of conduct will not address each and every difficult situation that may occur. It is an important guide that provides an introduction to some of our major policies. Every policy may not apply to each position, but it is important to know incase any situation may occur.

**Who does this code apply to?**

All employees working for QHI must comply with the code and policies.

**Questions to ask**

If you are faced with a situation where you are unsure of what action to take, think of the following questions:

Is it ethical?

Is it legal?

Is it a safe decision?

Does it follow our guidelines in our code of conduct and policies?

Would you be comfortable explaining it to my family and friends?

Would you be okay if this action was made public?

If your answer is “no” or you are not sure, speak with your office manager or supervisor and they will be able to provide you with guidance and support.

If you are a manager, make sure everyone who reports to you understands the code and completes the required training. Be sure to create an environment where colleagues feel comfortable asking questions or raising concerns. Always follow up if you feel or are aware of misconduct.

**Conflicts of interest**

It is important that we avoid situations where personal, family, or financial interests’ conflict with QHI. We have to make sure that every decision within the business that we make coincides with our vision, mission, and goals. Separating work and personal life is a necessity.

**Reporting**

It is our responsibility to make sure we are honest and never falsify any information. If you are unsure of a situation or answer, always contact your manager or supervisor. Contact the realtor if there are any issues with a property. There will be times where a home is not ready to shoot. Keeping constant contact with the realtor will ensure all times, addresses, packages, notes, and prices are correct. Always report any incident that concerns any harm or abuse of a property, a client, or yourself.

**Protecting assets and Equipment use**

We pride ourselves with having high quality equipment for all of our photographers. QHI provides all equipment for shoots. Photographers should use our equipment with care. If a piece of equipment is broken or damaged, the first action that will be taken is an internal investigation to understand what occurred. If multiple incidents happen where our equipment is abused, the photographer will be terminated.

We know that our photographers love to capture shots outside of work, so we do allow equipment use for personal endeavors. We just ask to that any events or shoots be scheduled separately from QHI.

**Respect in the workplace**

QHI does not tolerate discrimination or harassment by any person, for any reason.

At QHI, we want everyone to feel secure and included. Any harassment, derogatory remarks, jokes, slurs, or threats regarding anyone’s race, ethnicity, sexual orientation, gender, age, religion, or disability will be subject to disciplinary action and can include termination of employment.

Also, being respectful to clients and the properties that we enter is a priority. When entering a home, always be respectful to the homeowners and their home. We want to create an experience for each client that books us, so it is extremely important to be courteous while inside a property.

Ex:

Introducing yourself to the client and homeowner professionally

Discuss what you will move before moving items

When a guest asks you to remove your shoes, politely remove them.

A client asks to turn off all lights and close blinds gently, act accordingly

**Diversity and inclusion**

QHI is a company that encourages diversity in the workplace and recognizes unique individuals and their different ideas and perspectives.

We want to create an all-inclusive culture that celebrates all backgrounds. QHI is an equal opportunity employer. Our goal is to employ candidates based on their skills, qualifications, and experience. It is against our policy to discriminate against individuals based on their race, sex, gender, age, religion, marital status, disability, national origin, or any other defining character. We work to educate our employees about the benefits of diversity and inclusion in the workplace.

**Safety and security**

QHI believes in the importance of providing a safe, secure, and healthy environment for its employees and clients.

We have a responsibility to work in a safe and secure manner that ensures the safety and security of everyone. We must comply with laws and guidelines to make sure that all actions are appropriate. You should report all safety and security incidents. If you feel unsafe contact your manager, the realtor, and or the authorities.

Be alert of your surroundings. If you do not know what to do in a situation, go to a secure place and contact someone. Your safety is the number one priority.