

### Purpose:

This Code of Conduct ensures a productive, respectful, and engaging learning environment for all participants during our training sessions. It applies to all delegates, trainers, and staff involved in the training process.

### Professionalism:

- **Dress Code:** Adhere to a professional dress code appropriate for training.
- **Punctuality:** Arrive on time for all sessions and return promptly from breaks.

### Attentiveness:

- **Active Participation:** Engage actively in all training activities and discussions.
- **Minimise Distractions:** Refrain from using mobile phones or other electronic devices for non-training-related activities during sessions.

### Respect for Others:

- **Positive Interaction:** Treat all participants and trainers respectfully and courteously.
- **Inclusivity:** Be inclusive in your interactions, valuing the diversity of backgrounds and perspectives.
- **Listening:** Listen attentively to others when they are speaking and avoid interrupting.

### Participation:

- **Contribution:** Contribute constructively to discussions and activities.
- **Collaboration:** Work cooperatively in group activities and exercises.
- **Questions and Feedback:** Constructively Encourage and welcome questions and feedback.

### Confidentiality and Integrity:

- **Respect Privacy:** Respect the privacy and confidentiality of information shared during the training.
- **Honesty:** Act with integrity and honesty in all aspects of the training.

### Compliance with Policies and Laws:

- **Adherence to Laws:** Comply with all relevant laws and regulations, especially those relating to fire, health, and safety.
- **Policy Compliance:** Abide by all Phoenix STS Ltd. policies and procedures.

### Handling of Materials and Equipment:

Responsible Use: Use training materials and equipment responsibly and only for their intended purpose.

### Reporting Concerns:

Communication: Report any concerns or issues related to the training environment or conduct of participants to the trainers or relevant staff.

**Enforcement:** *(This Code of Conduct should be strictly enforced to maintain a conducive learning environment.)*  
Failure to adhere to this Code of Conduct may result in removal from the training session and potentially further actions as deemed appropriate by Phoenix STS Ltd. management.