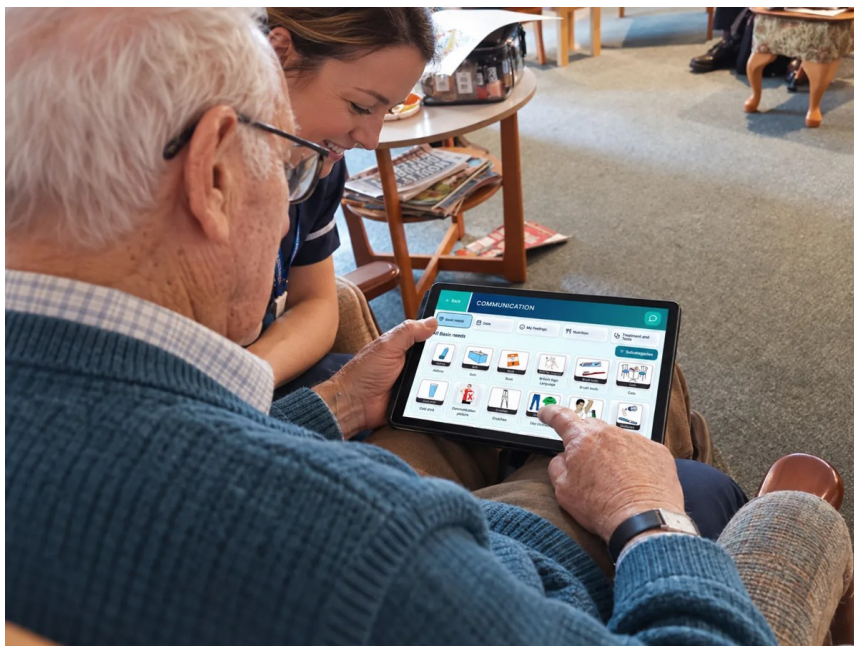


Code of conduct

Respect, honesty and care in how we work together.



The person beyond the diagnosis.

Code of conduct

Respect, honesty and care in how we work together.



Treat people with dignity

Our standard is respectful, inclusive communication with colleagues, customers, partners and people receiving care. Harassment, discrimination and intimidation have no place in our working relationships.



Be clear and truthful

Describe solutions accurately. Distinguish an available feature from an idea, an illustrative calculation from a measured result, and a demonstration from a validated clinical outcome.



Protect trust

Handle confidential and personal information only for an appropriate purpose. Respect intellectual property, safeguard access credentials and raise potential conflicts of interest before they affect a decision.



Work responsibly

Do not offer or accept improper inducements. Follow agreed procurement, safety and information-handling requirements. Treat suppliers fairly and raise concerns about unsafe or exploitative practices.



Speak up

Raise a concern through support@truselv.co.uk and request confidential handling. Share only the information needed to explain the issue. See our [Raising concerns](#) page for other reporting routes.