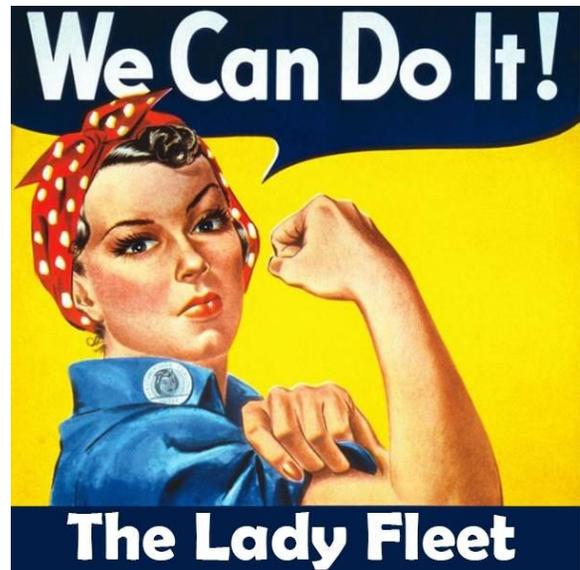


The Lady Fleet Code of Honour



Code of Honour

This **Code of Honour** applies to The Lady Fleet team.

1. Honour all agreements, including time agreements
 - Notify team of any broken agreements immediately with advance notice whenever possible.

2. Set yourself up for success
 - Be sure you have provided yourself with a work space that is functioning, free from distraction and provides you comfort.
 - Agree to be fully prepared for every commitment. Have your tools, complete your research and ready your thoughts. Mental preparation is just as important as arriving ready.

3. Be a positivity ambassador
 - Always be friendly, courteous and supportive to our team, clients and customers in both personal and business situations.

4. Own your responsibilities and your mistakes
 - We agree to take responsibility for honouring all agreements, commitments and mistakes. If a mistake happens, we agree to correct it at the earliest possible opportunity. Be willing to make mistakes, recognizing them as a learning opportunity.

5. Be professional
 - Team members will take into consideration their personal interactions with customers, clients, and each other ensuring that their conduct does not negatively impact business relationships and/or the professional reputation of The Lady Fleet. Also, no hitting each other on the head with mallets, anvils or

anything else that may potentially cause physical harm.

- i. No room for ego, leave it at the door.
- ii. Take the high road in any negative situation in order to improve the potential outcome.
- iii. Be conscious of how interactions may impact other team members and/or business dealings and manage accordingly.

6. The 'show' must go on.

- In every circumstance, we agree to do everything in our power to ensure that the team, our clients and our customers receive the highest quality service under any circumstance. Should an emergency situation arise, we agree to reach out to our team immediately for support so that collectively we can support each other and cover our responsibilities properly.

7. Open and honest communication.

- We are committed to open and productive communication ("Seek to understand.") and honesty. In the event that a issue may arise, we agree to first deal directly with the person or person(s) who are involved in the issue. If that does not solve the problem, approach a representative who can mediate. Follow these steps towards resolution:
 - i. Verbally address the matter with the party involved.
 - ii. Formalize your concern in an email to the party involved.
 - iii. Schedule and attend a meeting with the party involved in order to address and resolve the issue.
 - iv. Agree to schedule and attend a meeting with an impartial mediator in order to address and resolve the issue.

8. As a whole, we must be willing to make and learn from our mistakes.

- The team acknowledges that mistakes will happen, but each member is committed to learn from those mistakes, debriefing on the specifics of the situation to resolve the error and avoid repeating the same error. The debrief will cover:

- i. What happened?
- ii. Why?
- iii. What did you learn?
- iv. What will be done to prevent a recurrence

9. 100% guarantee.

- We believe in our ability, our team and the services [customer service, administration, research, et cetera] we provide and are willing to back it with a 100% guarantee of support, commitment and action.

10. Do what it takes to win.

- Providing it is legal, ethical and moral, and within in our Mission Statement and Vision.

11. Others