



BUTT MILLER Corporate Policies and Procedures Summary

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Introduction

Butt Miller is committed to providing exceptional financial services to our clients and considers itself to be a business of high ethical behaviour. This Manual outlines the guidelines and expectations for all employees to maintain a consistent and high standard of professionalism, ethics, and quality in our work. Further guidance can be found in the Employee Handbook.

1) Code of Conduct

A. Professionalism

- Employees are expected to conduct themselves with the utmost professionalism and to act responsibly in all interactions with clients, colleagues, and other stakeholders.
- Respect for confidentiality and discretion is paramount. Employees must not disclose any confidential client information without proper authorisation.

B. Ethics

- All employees are required to adhere to ethical standards set forth by relevant professional bodies and regulatory authorities.
- Avoid conflicts of interest and promptly disclose any potential conflicts to the appropriate supervisor or management.

C. Integrity

- Maintain the highest level of integrity in financial reporting, auditing, and other accountancy services.
- Report any unethical behaviours or violation of policies promptly to the designated reporting channels.

Butt Miller

Chartered Accountants

2) Client Relations

A. Communication

- Timely and clear communication with clients is crucial. Respond to client inquiries promptly and provide updates on the status of their accounts or projects.
- Inform clients of potential risks, challenges, and opportunities in a transparent manner.

B. Quality of Service

- Strive for excellence in all client deliverables, ensuring accuracy and attention to detail.
- Regularly review and improve processes to enhance the quality of service provided to clients.

3) Compliance

A. Regulatory Compliance

- Stay informed about changes in relevant laws, regulations, and accounting standards.
- Ensure all work is conducted in compliance with applicable regulatory requirements

B. Internal Policies

- Adhere to all internal policies and procedures outlined in this manual.
- Report any potential policy violations to the appropriate supervisor or management.

4) Professional Development

A. Continuing Education

- Engage in continuous learning and development to stay current with industry trends and best practices.
- Take advantage of training opportunities provided by the company to enhance skills and knowledge.



5) Reporting Violations

A. Whistleblower Protection

- Butt Miller is committed to protecting employees who report suspected violations of policies, laws, or ethical standards.
- Anonymous reporting channels are available, and retaliation against whistleblowers will not be tolerated.

6) Supporting the Community

A. Charity & Volunteering

- Butt Miller partners with a local charity and encourages staff to attend local volunteering days that they organise to help small local charities.
- Staff are also encouraged to participate in internal fundraising events for our company charity MD UK.