

Our Code of Conduct



What you can expect from us

At GSA, we are committed to delivering safe, respectful and high-quality services. This means you can expect everyone working for us to act with integrity, professionalism and care.

Putting you first

- We act in the best interests of our customers in everything we do.
- Your safety, wellbeing and needs are always a priority.
- We aim to provide fair and consistent services to everyone, without discrimination.

Acting with integrity

- We are honest, transparent and trustworthy in our decisions and actions.
- We do not accept or offer inappropriate gifts, favours or incentives.
- We avoid conflicts of interest and always act in a fair and impartial way.
- We protect your personal information and respect your privacy.

Respectful behaviour

- We treat you with dignity, respect and courtesy at all times.
- We are committed to equality, diversity and inclusion, and do not tolerate discrimination, bullying or harassment.
- We listen to your views and consider them when making decisions that affect you.
- We aim to build positive, professional relationships with all customers

Responsible communication

- We communicate clearly, honestly and respectfully.
- We do not make assumptions about people, situations or needs and will ask questions where clarification is needed.
- We act professionally when representing GSA, including online and in public.
- We will not make misleading or harmful statements about others.

Keeping you safe

- We take health, safety and wellbeing seriously in all our work.
- We act quickly on any concerns and encourage issues to be raised.
- We work to protect the environment and reduce negative impacts where possible.

What we expect from you

While we are committed to delivering professional and respectful services, we also ask that our colleagues are treated respectfully and are not subjected to unacceptable behaviour, including abuse, discrimination, bullying, or harassment.

Our commitment to you

We expect all our colleagues, partners and representatives to meet these standards. By doing so, we aim to provide a service you can trust—one that is fair, respectful and focused on your needs.