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CODE OF CONDUCT

FOR ALL PERSONS REPRESENTING MARVELLOUS HISTORY LIMITED

Marvellous History Limited (MH) aims to provide a professional, courteous and safe service to our clients. All our representatives must therefore adhere to the following code of conduct, whether employed staff or self-employed contractors.

Breaches of the code of conduct may result in termination of the contract or service agreement between Marvellous History Limited and the representative.

When representing MH, representatives must:

- 1.0** Remain professional and courteous at all times when dealing with clients of MH, their service users (e.g. children & parents), other contractors, members of the public, and anyone else they may encounter whilst on assignment for MH.
- 2.0** Follow safe working practices as laid out in MH's risk assessments.
- 3.0** Follow the safeguarding practices of the MH client for whom they are delivering the engagement, throughout the course of the engagement, insofar as they are lawful. This includes but is not limited to:
 - 3.1** Carrying their MH ID card and producing it on request by the client.
 - 3.2** Requesting permission before taking/using any photographs including children.
 - 3.3** Working in accordance with the risk assessment and health and safety protocols of the client as well as those of MH Ltd.

Representatives must not:

- 1.0** Act in a way that causes physical, mental or emotional harm to any person, (child or adult), whilst on assignment for MH. This includes failing to act to avoid harm, e.g. by stopping a display due to heightened risk of injury.
- 2.0** Act in a manner that could bring disrepute to MH and/or its clients, including in their online presence where MH is tagged, linked, or could be traced.
- 3.0** Collect, store or share personal information about any child or adult related to the engagement, either during or after the engagement, except where a safeguarding issue has been identified. In this case information may be shared according to the client's safeguarding procedures, e.g. with the designated safeguarding lead.
- 4.0** Share information, activities and working practices

Last updated July 2026