



Code of conduct overview

At Royal London, we expect all our colleagues to act with professionalism, integrity and respect in every interaction. Our code of conduct supports our values and sets clear expectations for behaviour that protects our culture and reputation.

You're responsible for your conduct at work and beyond, especially where it may affect others or Royal London. If concerns arise, they'll be handled fairly and confidentially. We also expect compliance with relevant regulations depending on your role and location.

Who it's for

This policy applies to all Royal London colleagues and aligns with relevant regulatory requirements. As a financial services organisation we're regulated by the Financial Conduct Authority, Prudential Regulation Authority and the Central Bank of Ireland.

What you need to know

This policy sets out the standards of behaviour that protect our customers, members, colleagues and reputation. We expect our colleagues to understand their role, responsibilities and legal or regulatory obligations. If something doesn't feel right, you're supported and encouraged to speak up and seek guidance.

You're expected to act ethically and transparently, uphold our values and legal obligations in person and online. You should proactively manage risks and conflicts, complete all mandatory e-learning and contribute to a respectful, inclusive and accountable workplace. Where standards fall short, support will be provided to help colleagues improve, though serious issues may result in formal action.

Works for you

Speak up, be heard

Our culture of openness and honesty empowers you to report concerns or suspected breaches through proper channels.

Do the right thing

This clarity helps colleagues understand their responsibilities and legal or regulatory obligations, including compliance with relevant role and location-based conduct rules and standards.

