



code of conduct
for bookings made through
glo wellbeing ltd and glo pamper ltd.

1. Appearance – As instructed by glo – either to wear your own black tunic, black trousers and black shoes. Or glo tshirt with black trousers, and black shoes. Ensure a smart, clean, and well-kept appearance.
2. Represent glo professionally and do not disclose company information to the client.
3. For beauty treatments, use only professional products and equipment: see examples below:

High Quality Varnishes	High quality make-up brands	High quality skincare products for Facials
Attitude, Duri, Essie, Jessica, O.P.I, Orly, Toma	Benefit, Bobbi Brown, Chanel, Clinique, Estee Lauder, Lancome, Laura Mercier, Mac, Mary Kay, Nars, Shiseido	Aveda, Babor, Clarins, Clinique, Dermalogica, Decleor, Elemis, La Prairie, Vaishaly

4. Conduct business and professional activities with honesty and integrity, and respect the inherent worth of all persons.
5. Safeguard the confidentiality of all client information, unless disclosure is required by law, court order, or is absolutely necessary for the protection of the public
6. Respect the client's right to treatment with informed and voluntary consent. To obtain and record the informed consent of the client, or client's advocate, before providing treatment. This consent may be written or verbal.
7. Respect the client's right to refuse, modify, or terminate treatment regardless of prior consent given.
8. Provide treatment in a way that ensures the safety, comfort and privacy of the client.
9. Respect the client's boundaries with regard to privacy, disclosure, exposure, emotional expression, beliefs, and the client's reasonable expectations of professional behaviour. To respect the client's autonomy.
10. Refuse any gifts or benefits which are intended to influence a referral, decision or treatment that are purely for personal gain and not for the good of the client.
11. To have a sincere commitment to provide the highest quality of care to those that seek their professional services.
12. Acknowledge the limitations of and contraindications for massage and bodywork and refer clients to appropriate health professionals.
13. Refuse to unjustly discriminate against clients or other health professionals.
14. Exercise the right to refuse to treat any person or part of the body for just and reasonable cause.
15. Refrain, under all circumstances, from initiating or engaging in any sexual conduct, sexual activities, or sexualizing behaviour involving a client, even if the client attempts to sexualize the relationship.
16. Avoid any interest, activity or influence which might be in conflict with the obligation to act in the best interests of the client or the profession.
17. Follow all policies, procedures, guidelines, regulations, codes, and requirements publicised by glo wellbeing limited and glo pamper ltd.