

## **1. Context**

- 1.1 The Employment Rights Act 1996 requires an Employer to provide written details of the Conduct and Disciplinary procedures, together with details of an appeals procedure by an accessible means.
- 1.2 This policy dictates conduct, which is the standards of behaviour expected of all Employees, self employed subcontracted personnel and suppliers, in addition to societal norms, prevailing law or professional ethics.
- 1.3 This policy operates in conjunction with the Bonus Policy, Performance Improvement Policy, Professional Development Policy and Mentoring Policy. It is related to the Employment Contract, including Equipment Agreement, Confidentiality Agreement and Professional Development Agreement.

## **2. Scope**

- 2.1 All Employees are required to adhere to this policy, any relevant Code of Conduct and any associated guide.
- 2.2 Whilst providing a service on our behalf, all self employed subcontracted providers and suppliers are required to adhere to this policy, the Code of Conduct and any associated guide.
- 2.3 Any issues relating to a complaint, grievance or incident will warrant further investigation via the Disciplinary Policy.
- 2.4 Misconduct in relation to attendance or poor performance relating to the Employment / Provider contract or a failure to adhere to policy or guide, will be dealt with by the Disciplinary Policy. A report will be compiled sighting relevant breach, action, other evidence and/or reports.
- 2.5 The expected standards of behaviour in respect of vehicles , equipment or confidentiality are dealt with by separate Agreement and guide.

## **3. Principles**

- 3.1 Conduct relates to (but not exclusively) standards of behaviour, attitude, attendance, performance relating to the Employment / Provider contract, adherence to policy, guides and tasks, safe working practice and professional relationships.
- 3.2 Misconduct includes (but not exclusively): discriminatory acts; criminal acts of theft, physical assault, alcohol or drug offences, malicious damage, soliciting or sexual offences; issue of trust financial irregularities accepting bribes, dishonesty, improper use of position for personal gain; negligence; failure to comply with policy, guides or

tasks; failure to comply with health & safety policy, guides or tasks; endangerment of colleagues or consumers; failure to comply with professional ethics; bullying or harassment; serious insubordination.

- 3.3 Conduct is required to be beyond reproach at all times and in any environment. Behaviour should be as such to project the ethos of the Company, professionalism of the service and self discipline of its' employees and self employed subcontracted providers.
- 3.4 The alleged breach or misconduct should be reported to the Managing Director and full details of the incident or event given.
- 3.5 In the event of alleged misconduct, an investigation will be conducted by the Managing Director and a report will be compiled to include recommendations and/or proposed action.
- 3.6 Should the Director of Operations, in conjunction with the Manager Director deem it necessary, the employee or self employed subcontracted provider will be suspended or temporarily be excluded from assignment allocated, until such time as the investigation and any subsequent disciplinary action is concluded.
- 3.7 In the event of misconduct, the Managing Director shall impose a sanction as deemed necessary and prescribed by the Disciplinary Policy.
- 3.8 In the event of gross misconduct dismissal is a possibility, the Managing Director shall convene a Disciplinary Hearing, in accordance with the Disciplinary Policy.
- 3.9 In respect of a self employed subcontracted provider, the Complaints Policy will be used.
- 3.10 In the event a Employee or self employed sub contractors is dissatisfied with a decision made under this policy, the Complaint Policy or the Disciplinary Policy, they may use the Grievance Policy to lodge an appeal.

#### **4. Implementation**

- 4.1 This policy, together with a Code of Conduct, will be issued to all employees, self employed subcontracted providers and suppliers.
- 4.2 Employees, self employed subcontracted and suppliers have a duty to report any perceived breach of policy, guides and tasks or misconduct.

#### **5. Responsibility**

- 5.1 The Managing Director will oversee this policy and review it at least once per year. They will investigate any reported misconduct and take any necessary action.
- 5.2 The Managing Director will ensure all Employees and self employed sub contractors are issued with a Conduct Policy and Code of Conduct, together with any associated guide.

- 5.3 The Senior Co-ordinator will administer and facilitate any investigation or internal investigation.
- 5.3 All Employees are required to adhere to the Conduct Policy, Code of Conduct and any associated guide or task. A failure to comply with policy or after investigation, it is found misconduct has occurred, the Disciplinary Policy may be enacted.
- 5.4 All self employed subcontracted providers or suppliers are required to adhere to the Conduct Policy, Code of Conduct and any associated guide or task. A failure to comply with policy or after investigation, it is found misconduct has occurred, the Complaints Policy may be enacted.

Just Communication Ltd

Department: Operations  
Activity: Quality Assurance  
Title: Code of Conduct  
Revision: 4  
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## **1. Professional Standards**

- 1.1 You will be expected to comply with reasonable management instructions, observe any policy, guide or task and adhere to any professional ethics, societal norms or prevailing law.
- 1.2 You are expected to treat colleagues, consumers, suppliers and members of the public with respect and not to misuse your position in any way.
- 1.3 You must not at any time or in any circumstance behave in a manner likely to cause offence or injury to colleagues, consumers, suppliers or members of the public.
- 1.4 You must not fight with or physically assault colleagues, consumers, suppliers or members of the public. If you are attacked you are allowed to use reasonable force to remove yourself from the incident or to defend yourself or others.
- 1.5 You should not drink alcohol or take non prescribed drugs during working hours or present yourself for work or an assignment under the influence of alcohol or drugs.
- 1.6 You must be honest in the completion of all documentation, including the Expense Claim Form, Mileage Claim Form or Time Sheet or sub contractor invoice.
- 1.7 The receipt of hospitality, gifts and gratuities from a consumer or supplier may place you in a compromising position. It is advisable to consider before accepting item or service if it could be construed as undue influence or lead to a suggestion of a lack of impartiality.
- 1.8 You must not solicit hospitality, gifts, gratuities or bribes nor should you place yourself under the influence of another person where you may be or may be seen to be compromised.
- 1.9 Outside contracted hours (excluding any participation in a rotation or on call system) your personal life is wholly your affair. However, your personal life or events outside

of work should not unduly influence your behaviour nor should it interfere with your normal duties.

- 1.10 Employees, including Providers, Co-ordinator or Directors are not allowed to undertake any work outside the scope of their employment, whether paid or unpaid, without express permission from the Employer.
- 1.11 An Employee may only hold such external positions or appointments where this does not conflict with the interests of the Employer.
- 1.12 You must present yourself in a clean and professional manner.

## **2. Absence & Punctuality**

- 2.1 You must attend work or an assignment and not without permission or the knowledge of the Company, be absent.
- 2.2 You must notify the Company of any unplanned absence and the reason for such an absence from work or an assignment at the earliest instance and/or as per policy.
- 2.3 You should attend work or an assignment in good time to start at the prescribed time. Repeated or continual lateness is not acceptable.
- 2.4 You must comply with Company policy in relation to Staff Leave, Sick Leave or sub contractor Provider Absence, together with associated notification procedure.

## **3. Misuse**

- 3.1 You must not steal, misuse or misappropriate any Company property, equipment or resource.
- 3.2 You must not maliciously damage property, cause unnecessary waste or loss or damage to property through neglect.
- 3.3 Company resources are provided for use in the execution of an Employees duties. You must not use it for other purposes, unless explicit permission is sort and given.
- 3.4 An Employee may use a company vehicle or equipment for personal use, subject to policy, terms and conditions.
- 3.5 You must not promote yourself or any other provider to a consumer, nor should you attempt to appropriate a consumer of the company.

## **4. Duties**

- 4.1 You are required to comply with all obligations in accordance with your Employment Contract / Provider Contract.
- 4.2 You must not be negligent or wilfully produce inadequate standards of work.

- 4.3 You must maintain the accepted standards of the profession, uphold good practice and observe codes issued by regulatory bodies.
- 4.4 Your conduct outside of work must not conflict with your official conduct in work or at an assignment.

## **5. Falsification**

- 5.1 You must not supply false or inaccurate information in support of an application for a post and you must disclose any personal relationship with anyone involved in the selection process.
- 5.2 You must not make misleading or false statements, orally or written, in respect of company business or assignment activity.
- 5.3 You must report any matter to the appropriate person in the prescribed manner without adding or omitting any information.
- 5.4 You must not destroy, remove or wilfully damage any document required by the company.
- 5.5 You must not disclose confidential information nor discuss company business with any person or party, including the press or media.
- 5.6 You must disclose all police cautions, convictions or pending prosecutions relating to a criminal offence (unless under the terms of the Rehabilitation of Offenders Act 1974 the conviction is 'spent'). This includes any incidents or convictions acquired whilst working for or on behalf of the company. The Employer / Contractor will require that the Employee / Sub contractor undertake a Criminal Records Bureau Check at enhanced level.

## **6. Health & Safety**

- 6.1 At all times and in all circumstances you must conduct yourself in such a way that you do not create a potential risk or injury or danger to yourself or anyone else.
- 6.2 You must comply with all policy, guidance and or tasks, including those for reporting any identified risk or incident or accident.
- 6.3 You must comply with all notices relating to health & safety, including those issued by an assignment venue or consumer or supplier.
- 6.4 You must comply with all 'No Smoking' notices and only smoke where it is permitted.
- 6.5 You must maintain a high standard of personal hygiene.
- 6.6 Where safety clothing or equipment is necessary, you must use this whilst completing the activity.

- 6.7 You must only carry out activities that are a potential risk to health if you are competent and authorised to do so.