

Staff code of conduct & disciplinary rules

This section should be read in conjunction with the Organisation's Working Procedures and the Statement of Main Terms of Employment.

It is every employee's duty to observe the following general rules and to behave in a reasonable way towards fellow employees and other persons with whom an employee comes into contact when carrying out his/her duties.

Where the Working Procedures and General Rules are not followed employees will render themselves liable to disciplinary action as outlined in the Disciplinary and Dismissal Procedure.

GENERAL RULES

- Smoking is not permitted in the Organisation's premises.
- Employees have an obligation to ensure that they conform to the requirements of the Equal Opportunities Statement and must not act in a manner which could be considered to be of an unlawful discriminatory nature.
- Employees are expected to achieve and maintain a good standard of work and to show a conscientious approach to the job or to the detail of that job to a standard that may reasonably be expected.
- Employees are expected to observe the Complaints Procedure when dealing with complaints or grievances raised by service users, members or representatives of other external bodies.
- Employees are expected to show the skill or aptitude required for the job, especially where such skills are claimed or implied at the time employment commenced.
- To ensure maximum efficiency, employees are engaged on the basis that they must be prepared to undertake reasonable duties other than those for which they have been specifically engaged.
- Personal hygiene and appearance must be of a very high standard.
- The telephone or postal services must not be used for private purposes without prior permission.
- An orderly and courteous manner must be maintained in front of others.
- Socialising is not permitted on the premises without prior authorisation.
- It is not permitted to remove material or equipment of any kind from the Organisation without prior permission.
- Working time and/or the Organisation's material or equipment must not be used for any unauthorised work.
- Employees are always expected to act wholeheartedly in the interests of the Organisation. Any conduct detrimental to its interests or its relations with its clients, the general public or damaging to its public image shall be considered

to be a breach of the Organisation's rules.

- Employees must observe the Virus Protection procedures detailed in the Computer Software section of the Computer/Word Processing Procedure.
- Employees must act in accordance with the Organisation's Working Procedures.
- All equipment i.e. laptops and other IT equipment must be locked in the large metal cupboards at the end of the working day.
- The last person on the premises should ensure that premises are secure and locked (see reception for key if required) and must ensure the alarm is activated. Reception must be contacted if you need assistance or if there is a problem.
- Key codes must not be given to any unauthorised person.
- This list is not exhaustive.

Reviewed and updated on 31st August 2024

To be reviewed on 31st August 2025