This template has been provided the Scottish Council for Voluntary Organisations (SCVO).

Use of this model policy is entirely at your own risk. The policy should be adapted to suit your own organisational needs, and you should ensure if meets your own specific requirements. You should also check this policy is compliant with the law and your organisation’s governing document. No liability rests with SCVO.

For more information see our information on [using SCVO templates](https://scvo.scot/support/using-scvo-templates).

Employee code of conduct

**Purpose:**

It is important to set out the standards of behaviour [INSERT ORGANISATION NAME] expects from all employees. An Employee Code of Conduct does this in an open and transparent way.

**Aim**:

The rules in relation to the conduct of all employees are set out in this Code of Conduct and there are examples of what the organisation considers to be gross misconduct which could result in summary termination of employment.

[OPTIONAL – YOU MAY WISH TO INCLUDE INFORMATION RELATING TO YOUR VALUES, ALONGSIDE BEHAVIOURS AND THE RULES IN PLACE TO SUPPORT MAINTAINING THESE VALUES AND BEHAVIOURS.]

[SELECT FROM THE FOLLOWING SECTION HEADINGS AND DELETE AS APPROPRIATE]

Employee behaviour:

The following general standards are required by all employees:

* employees should behave in a respectful, professional and polite manner and ensure their behaviour does not breach the Equality Act 2010
* employees should comply with all reasonable management instructions
* employees should cooperate fully with colleagues and management
* employees should uphold and further the organisation’s positive public image at all times
* satisfactory standards of performance should be maintained at all times
* the organisation's policies and procedures should be adhered to at all times.

Employees should ensure they have read and understood the relevant policies and procedures especially the Anti Bullying & Harassment Policy, Equality, Diversity & Inclusion Policy.

Attendance and timekeeping:

Employees will not be paid if any working time is lost due to lateness or unauthorised absence. Persistent lateness will be dealt with under the organisation’s disciplinary policy. The following rules are required of employees:

* employees should comply with the organisation’s flexitime scheme rules [OPTIONAL]
* employees should be present and ready to start work in line with their contractual working hours.
* They must also remain in the workplace and continue to work until they have completed their contractual working hours
* employees should ensure they notify their line manager in accordance with the organisation's absence procedure if they are going to be absent from work
* employees should liaise with their line manager if they wish to leave early or arrive late.

Signing in and out:

We operate a sign in/sign out policy with which all employees are expected to comply. Upon arrival to work, you must immediately personally sign in the time you entered the premises. Upon leaving the premises you must ensure that you personally sign out using the same system. It is not permissible under any circumstances for any employee to sign in or out on behalf of another. Failure to adhere to this procedure may result in summary dismissal and/or incorrect or delayed payment of wages.

**Communications:**

[SELECT FROM THE PARAGRAPHS BELOW AND DELETE AS APPROPRIATE]

During working hours, employees should keep their mobile phones out of sight. They should be kept [DELETE AS APPROPRIATE – IN BAGS AND STORED UNDER DESKS/LOCKABLE DRAWERS UNDER DESKS/LOCKERS PROVIDED IN THE KITCHEN AREA/[INSERT OTHER]]*.*

[OR]

Employees should have their personal mobile device either switched off, or in silent mode, during working hours. Discretion should be exercised when using a personal mobile device and any use must not cause a distraction from work for the employee themselves or their colleagues. Personal calls and text messages should not be made during working hours; they should only be made during your lunch or other breaks. Employees should obtain authorisation from their line manager if they need to make or receive an urgent personal phone call. In addition, it is forbidden to:

* give personal phone numbers or home phone numbers to customers or clients
* take pictures of colleagues, organisation premises, customers or clients using personal mobile devices
* transfer files via Bluetooth or other insecure mobile networks.

Only certain job roles require the provision of an organisation mobile phone. Where provided, they are for business use only.

Employees should ensure they keep the organisation mobile phone in good working order. The mobile phone should remain charged and connected to the network (as far as coverage permits) during working hours so business calls can be received as necessary.

When visiting clients and customers, or on other sites, you may be required to turn off your organisation mobile phone. Employees must observe any such requirements and ensure they comply with them.

The cost of line rental and normal business call usage will be covered by the organisation.

Email and internet use:

The organisation will not tolerate the use of email and internet for unofficial or inappropriate purposes, including:

* any messages that could constitute bullying, harassment or other detriment.
* accessing social networking sites such as Facebook using company equipment or during work time
* on-line gambling
* accessing or transmitting pornography
* accessing other offensive, obscene or otherwise unacceptable material
* transmitting copyright information and/or any software available to the user
* posting confidential information about other employees, the Company or its customers or suppliers.

Although our email facilities are provided for the purposes of our business, we accept that you may occasionally want to use them for your own personal purposes.

Employees are not permitted to send personal emails during work time unless in the case of an urgent matter when you should seek the approval of your line manager before sending the email. Employees’ work email addresses should not be used to send personal emails.

Employees may access their personal email accounts during break times. This is permitted on condition that all the procedures and rules set out in this policy, and the organisation’s Acceptable Use Policy, are complied with.

Employees are not permitted to use the internet during work time unless in the case of an urgent matter when you should seek the approval of your line manager before use.

Employees may use the internet during break times. This is permitted on condition that all the procedures and rules set out in this Code of Conduct and the Acceptable Use Policy are complied with.

**Social media**

Social media usage for work purposes is controlled by [INSERT JOB TITLE]. Approval will be granted by the [insert job title] where this is required for an employee’s job role.

Social media usage for personal reasons does not need approval by the organisation However, when using social media, either in a personal or work capacity, during or outside working hours, employees must adhere to the following guidelines.

Posts on social media must not:

* compromise the organisation, disclose confidential data or disclose sensitive data
* damage the organisation’s reputation or brand
* breach laws on copyright or data protection
* contain content that is of a libellous or defamatory nature
* engage in bullying or harassment
* be of illegal, inappropriate or offensive content
* interfere with your work commitments
* use the organisation’s name or reputation to promote any other product or any political opinions.

Employees should ensure they consider the organisation’s other policies on marketing, promotion, sales and branding.

Representing the organisation:

[INSERT ORGANISATION NAME] recognises the importance of work life balance. Whilst we do not intent to restrict outside activities, it is important to remember that activities whether during or outside of working hours which result in adverse publicity to the organisation, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

When attending any work-related social function an appropriate standard of conduct is expected from all employees. This includes but is not limited to any Christmas lunch, nights out, dinners or other social events with suppliers, clients, customers, etc.

Work-related social functions can be a great opportunity to celebrate and get to know your colleagues better. However, it is important to remember that our policies on anti-harassment and bullying, personal harassment, disciplinary and equal opportunities apply fully at these events.

Fraternisation:

Whilst you are encouraged to be friendly towards our clients/customers it is important that employees do not cross the professional boundaries. Employees should maintain professionalism at all times and under no circumstances should become overfamiliar or fraternise with clients/customers in a way that may be seen to disrupt the operations or reputation of the organisation.

Employees who are found to have acted unprofessionally or inappropriately may be liable for disciplinary action in line with organisation procedures.

Alcohol and drugs:

Use of drugs and alcohol during working hours is not permitted. If an employee is suspected of use during working hours, the employee may be subject to disciplinary action under the organisation’s disciplinary policy.

Employees must not be under the influence of drugs or alcohol during working hours and must not support or influence others to use alcohol or drugs. Employees suspected of using or dealing drugs in the workplace will be reported to the police.

The organisation’s Alcohol and Drugs policy contains more information on this area.

Health and safety:

Any accidents, however minor they may appear, should be recorded in the organisation’s accident book as soon as possible.

Employees are responsible for ensuring they are familiar with the organisation’s health and safety policies and procedures, including the consequences of breaching these.

If employees are attending the premises of a third party or service user, they are required to familiarise themselves with the applicable policies and procedures.

Employees should ensure they handle any hazardous materials with care.

Breaching any rules surrounding health and safety may lead to disciplinary action. A breach may be considered gross misconduct which can result in summary termination of employment.

Smoking:

In accordance with the Health Act 2006, the organisation does not permit smoking in the workplace, either on organisation premises or in organisation vehicles. [insert organisation name] promotes a working environment which is smoke-free, pleasant and healthy. This prohibition extends to the use of e-cigarettes or similar devices.

The organisation’s Smoking Policy contains more information on this area.

**Bribery:**

Bribery is, in the conduct of the organisation’s business, the offering or accepting of any gift, loan, payment, reward or advantage for personal gain as an encouragement to do something which is dishonest, illegal or a breach of trust. Bribery is a criminal offence. No gift should be given nor hospitality offered by employees to any party in connection with organisation business without receiving prior written approval from the employee’s line manager.

Employees will face disciplinary action if it is discovered that they have accepted, offered or given any bribe, which could include dismissal for gross misconduct. Accepting a bribe also carries separate criminal liabilities for the employee personally and for the organisation.

The organisation’s anti-bribery policy contains more information on this area.

Flexibility:

The organisation may request, from time to time, that employees work extra hours at short notice, subject to the needs of the business.

Employees may also be requested to perform work which is additional to their usual duties and/or to carry out their role at a workplace other than their usual location of work.

These requests will be made to employees as the need arises through the employee’s line manager.

Confidentiality:

All information gained during the course of your employment is consideration confidential, for the duration of your employment and post-employment. Employees are expected to keep this information confidential, unless required by law not to do so.

Competing with the organisation:

Employees who undertake external activities that place them, or could place them, in competition with the organisation may be subject to disciplinary action.

If an employee wishes to undertake other employment while employed by the organisation, permission is required from the employee’s line manager.

[OPTIONAL – FOR THOSE ORGANISATIONS PROVIDING CARE SERVICES]

Service user care

[INSERT ORGANISATION NAME] prides itself on providing service users with the highest standard of care always. The needs and general wellbeing of service users is an overarching focus that must be at the forefront of all employees’ minds during the performance of their roles. All employees must treat service users with dignity and respect.

Employees must be aware that their behaviour and activities can impact on others, including service users. Employees should report any problems they perceive with service users to their line manager immediately.

If a complaint is made by a service user, or their family or support workers etc, employees must not try to resolve these themselves. Instead, employees should refer the complaint to their line manager immediately.

[OPTIONAL – FOR THOSE ORGANISATIONS PROVIDING CARE SERVICES]

Abuse:

Given the risk of potential abuse to service users, particularly children and vulnerable adults, all employees are to be aware at all times of the possibility of abuse.

Abuse of service users is regarded by the organisation as an act of gross misconduct and the allegation could result in summary dismissal, in line with the organisation’s disciplinary procedure.

Clothing:

As employees are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis. Where uniforms are not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

Upon termination of your employment, you will be required to return any uniform which has been provided to you. Failure to return such items will result in the organisation making a deduction for the cost of the uniform from your wages/salary. This is an express written term of your employment.

Identification cards:

ID cards show your name, the name of the organisation and a recent photograph.

ID cards must be worn at all times in the workplace. When visiting [DELETE AS APPROPRIATE - CLIENTS/CUSTOMERS/EXTERNAL SITES/SERVICE USERS]you must ensure your ID card is worn and is visible at all times.

Property and equipment:

Employees who cause any damage to organisation property through misuse, recklessness or carelessness may be required to repay the cost of repair or replacement. The organisation reserves the right to recover this cost by way of a deduction from your next salary payment.

When an employee’s employment is terminated, employees should return all organisation property, including IT equipment, stationery, mobile phone or tablet, car and any other items belonging to the organisation.

When on a [DELETE AS APPROPRIATE – CLIENT’S/CUSTOMER’S/SERVICE USER’S/THIRD PARTY'S] premises, employees may not use their telephone, computer, post or other services for personal purposes. Property or equipment may not be removed from a [DELETE AS APPROPRIATE – CLIENT’S/CUSTOMER’S/SERVICE USER’S/THIRD PARTY'S] premises unless this has been approved by their line manager.

**Searches:**

The organisation may require searches to be conducted of employees, by authorised persons. The organisation may reasonably request to search employee’s person, clothing, bags, lockers or vehicles.

Only an authorised person will conduct the search, with an independent witness also in attendance. If an employee refuses to permit such a search, the appropriate authorities may be contacted to carry out the search for the organisation.

Failure to permit to a search may lead to disciplinary action. A refusal may be considered gross misconduct which can result in summary termination of employment.

Personal property:

The organisation is not responsible for the loss, theft or damage to any personal property brought by employees on to our premises or stored in organisation vehicles. Employees are responsible for the security and safety of their personal possessions at all times. Employees should keep these items safe in their lockable desk drawers/lockers.

Lost property should be handed to an employee’s line manager if found.

Environment:

[INSERT ORGANISATION NAME] aims to keep use of consumables to a minimum by promoting the effective and efficient usage of equipment, facilities, supplies and services.

Employees should make every effort to reduce wastage, recycle, turn off excessive lights or heating/cooling equipment, use water resources appropriately and switch off any electronic equipment which is not in use.

Handling money:

Employees that have been authorised to handle monetary transactions on behalf of the organisation are responsible for those transactions they carry out.

If the organisation suffers any loss due to a monetary transaction where the loss is caused by the carelessness or negligence of an employee, there will be a deduction from pay from that employee’s next salary payment to cover the loss suffered.

[OPTIONAL - FOR THOSE BUSINESS PROVIDING CARE SERVICES]

For transparency and to avoid any confusion, employees who collect money in any form for service users must ensure that a clear entry regarding the collection is entered into the service user’s care plan. This includes but is not limited to pensions, benefits or other allowances for service users. Employees must include the date, time the money is collected, how much was collected and where the money was collected.

Employees who purchase products for a service user must ensure that receipts are kept and items are logged in the service user’s records.

Employees are prohibited from taking money from, or giving money to, service users regardless of what form this transaction takes. Employees are also not allowed to use a service user’s store loyalty card for their own personal gain and may not use their own store loyalty card when making a purchase of goods for service users.

Breaches:

Breaches of this code of conduct are likely to be regarded as an act of misconduct to be addressed under the organisation’s disciplinary procedure. Some of the above sections indicate the level of offence that could occur if breaches are found.

Gross misconduct:

The following offences are examples of gross misconduct:

* unauthorised use of the organisation’s assets and equipment
* insubordination e.g., refusal to carry out duties or obey reasonable instructions, except where employee safety may reasonably be in jeopardy
* intentional sexual harassment, harassment, bullying
* serious breach of rules, policies or procedures, especially those designed to ensure safe operation
* divulging or misusing confidential information
* theft or unauthorised possession of any property or facilities of the organisation or of any employee of the company
* consumption of alcohol or drugs, or intoxication by reason of alcohol or drugs, which could affect work performance in any way or have an impact on other employees
* having illegal drugs in the possession, custody or control of the employee while at work or on organisation premises
* defrauding or attempting to defraud the organisation, its customers, clients, service users, suppliers or fellow employees
* unauthorised or inappropriate use of email, internet and/or computer systems
* falsification of any organisation records including reports, accounts, expenses claims or self-certification forms
* serious damage to organisation property
* violent, dangerous or intimidatory conduct
* bringing unauthorised person(s) onto organisation premises
* conviction of any criminal offence which may render the employee unsuitable for the role
* serious abuse of time-keeping and attendance procedures
* failure to follow an organisation standard operating procedure.

**Document version control**

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| **Version number** | **Change or update** | **Author or owner** | **Date** |
| 1.0 | First version |  |  |
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