



53 Ballindalloch Drive, Glasgow G31 3DQ

# CONDUCT AND STANDARDS POLICY

CA/November.2022/REF.P89



0141 551 8131



0141 550 2060



admin@milnbank.org.uk



www.milnbank.org.uk

A registered Scottish Charity No.SC039891 Registered: Scottish Housing Regulator.  
Registration No. HCB 161 SC Registered: Financial Conduct Authority - 1818 R(S).  
Registered under the Co-operative and Community Benefit Societies Act 2014.



## **1. INTRODUCTION**

This policy applies to employees, workers and contractors.

This policy details the main standards of behaviour that you need to adhere to and also details the behaviours that the Association would normally regard as gross misconduct. The standards of behaviour and the details of gross misconduct listed in this policy should not be considered exhaustive.

## **2. DUTIES AND RESPONSIBILITIES**

You are under a duty to comply with the standards of behaviour required by the Association and to behave in a reasonable manner at all times.

### **ATTENDANCE AND TIMEKEEPING**

#### **You must:**

- Comply with the rules relating to notification of absence set out in the Association's Managing Attendance Policy
- Arrive at work promptly, ready to start work at your contracted starting time
- Remain at work until your contracted finishing time
- Obtain management authorisation if for any reason you wish to arrive later or leave earlier than your agreed normal start and finish times

The Association reserves the right not to pay you in respect of working time lost because of poor timekeeping.

Persistent poor timekeeping may result in disciplinary action.

### **CONDUCT STANDARDS**

#### **You must:**

- Maintain satisfactory standards of performance at work
- Comply with all reasonable management instructions
- Co-operate fully with your colleagues and with the management team
- Ensure the maintenance of acceptable standards of politeness
- Take all necessary steps to safeguard the Association's public image and preserve positive relationships with all persons and organisations connected to the Association
- Ensure that you behave in a way that does not constitute unlawful discrimination
- Comply with the Association's policies and procedures

### **PERSONAL MOBILE TELEPHONES AND OTHER MOBILE DEVICES**

Unless otherwise instructed, personal mobile telephones must be switched to silent mode at all times during normal working hours, and only used during scheduled break times.

If it is felt that your use of your personal mobile telephone (or any other personal mobile device) is excessive, this will be discussed with you and an immediate improvement expected.

### **FLEXIBILITY**

You may be required to work additional hours at short notice, in accordance with the needs of the business.

You may also be required to undertake duties outside your normal job remit and to work at locations other than your normal place of work.

### **CONFIDENTIALITY**

You must keep confidential, except as required by law, both during your employment and at any time after its termination, all information gained in the course of your employment about the Association and that of all persons and organisations connected to the Association.

### **CONDUCT WHILE REPRESENTING THE ASSOCIATION**

As a general rule, behaviour outside of normal working hours is a personal matter and does not directly concern the Association. However, there are some exceptions to this rule. The Association will become involved when incidents occur:

- At office parties or other work-related social occasions or gatherings
- At social occasions or gatherings organised by a third party, where you have been invited in your capacity as a representative of the Association
- At work related Conferences
- While working away on business on behalf of the Association

On these occasions you are expected to behave in an appropriate and responsible manner, keeping in mind that you are representing the Association. You are instructed specifically not to consume any alcohol at such events where you are driving.

If your conduct brings the Association into disrepute you will be subject to the Association's disciplinary procedure. Such behaviour may be viewed as a gross misconduct offence and could render you liable to disciplinary action up to and including dismissal without notice.

### **OUTSIDE ACTIVITIES AND OTHER EMPLOYMENT**

You are not permitted to engage in any activity outside your employment with the Association that could reasonably be interpreted as competing with the Association.

You are required to seek permission from HR before taking on any other employment while employed by the Association.

### **HEALTH AND SAFETY**

It is your duty and responsibility to familiarise yourself with, and to comply with, the Association or any third party's health and safety policies and procedures. Breach of these rules may result in disciplinary action, up to and including the termination of your employment without notice for gross misconduct.

You must report all accidents, however minor, as soon as possible, making a comprehensive entry in the Association's Accident Book.

## **DRESS AND APPEARANCE**

Your personal appearance makes an important contribution to the Association's reputation and image. For this reason, it is important that your dress and appearance is professional and reflects the environment in which you work.

You will be expected to comply with the Association's Dress Code at all times.

## **PROPERTY AND EQUIPMENT**

You are not permitted to make use of Association or a third party's telephone, postal or other services for personal purposes.

You must not remove property or equipment from Association or a third party's premises unless for use on authorised business or with the permission of HR.

Where you damage property belonging to the Association either through misuse or carelessness, the Association reserves the right to make a deduction from your pay in respect of the damaged property.

On termination of your employment you must return all Association property, such as keys, laptops, mobile telephones, Company vehicles, documents or any other items belonging to the Association.

## **CLEAR DESK POLICY**

To improve security and confidentiality, you are required to ensure that when your desk is unoccupied you take all necessary steps to clear it of any sensitive and confidential information.

This ensures that all sensitive and confidential information, whether it be on paper or a hardware device, is properly locked away or disposed of when a desk is not in use. This policy will reduce the risk of unauthorized access, data protection breaches, loss of, and damage to information during and outside of normal business hours or when desks are left unattended.

Whenever a desk is unoccupied for an extended period of time the following will apply:

- All sensitive and confidential paperwork must be removed from the desk and locked in a drawer or filing cabinet.
- All wastepaper which contains sensitive or confidential information must be placed in the designated confidential waste bins. Under no circumstances should this information be placed in regular wastepaper bins.
- Computers must be locked when the desk is unoccupied and completely shut down at the end of the working day.
- Laptops, tablets, and other hardware devices must be removed from the desk and locked in a drawer or filing cabinet.
- Keys for accessing drawers or filing cabinets should not be left unattended at a desk.

Printers should be treated with the same care.

### **PERSONAL SEARCHES**

The Association may reasonably request to search your clothing, personal baggage, personal storage areas or vehicles. An authorised person must conduct any such search in the presence of an independent witness. Should you refuse such a request, the Association will require the appropriate authorities to conduct the search on behalf of the Association. Failure to co-operate with the Association in this respect may be treated as gross misconduct.

### **PERSONAL PROPERTY**

You are solely responsible for the safety of your personal possessions within the Association and should ensure that your personal possessions are kept in a safe place at all times. If you find an item of lost property within the office, you are required to inform HR immediately.

### **ENVIRONMENT**

In order to provide a cost-effective service, you are requested to use Association equipment, materials and services efficiently. You should try to reduce wastage and the subsequent impact on the environment by ensuring that you close windows, avoid using unnecessary lighting or heating or leaving taps running, switch off equipment when it is not in use and handle all materials with care.

### **MEETINGS**

The Association will normally arrange for summary minutes to be taken at any formal meeting. It is not the policy of the Association to record meetings by any other means (e.g. digital, audio recording and photographs). You (or any party accompanying you) must not record any meeting without the express permission of the Association in advance.

Where a meeting is to be recorded then parties must agree to it in advance. If requested, a copy of the minutes/recording will be provided (in line with data protection principles).

### **BREACH OF THIS POLICY**

A breach of the Association's standards of behaviour is likely to result in disciplinary action being taken.

## **3. POLICY REVIEW**

The Conduct and Standards Policy will be reviewed on a biennial basis, or as otherwise deemed necessary, by the Governance Sub-Committee or RBS Mentor to comply with Employment Law legislation.

## **GROSS MISCONDUCT**

Set out below are details of behaviour that the Association views as gross misconduct, which is likely to result in dismissal without notice. This list is not exhaustive. Such behaviour includes:

- Theft, dishonesty or fraud
- Deliberate recording of incorrect working hours
- Unauthorised absence
- Smoking on Association or a third party's premises or in a vehicle belonging to the Association
- Sleeping during working hours
- Assault, acts of violence or aggression
- Bullying
- Unacceptable use of obscene or abusive language
- Possession or use of or being under the influence of non-medicinal drugs or alcohol on Association premises or during working hours
- Wilful damage to Association, employee or third-party property
- Serious insubordination
- Serious or gross negligence
- Bringing the Association into disrepute
- Falsification of records or other Association documents, including those relating to obtaining employment
- Unlawful discrimination, including acts of indecency or harassment
- Refusal to carry out reasonable management instructions
- Gambling, bribery or corruption
- Serious breach of health and safety policies and procedures
- Breach of confidentiality, including the unauthorised disclosure of Association information to the media or any other party
- Unauthorised accessing or use of computer data
- Unauthorised copying of computer software