



## **Values, Behaviours and Code of Conduct**

Reviewed by	Ben Sheahan
Position	Director of Finance & Resources

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## TREE AID VALUES AND BEHAVIOURS V

In recent years an increasing number of organisations have recognised the impact **organisational values** have on their ability to be competitive. They've realised that when employees' daily work behaviours support company values, the result is an organisation that's more unified, mission-driven and ultimately more successful. To evaluate and drive performance, these companies have moved away from the traditional appraisal process, in favour of a values-based review system.

A values-based performance evaluation uses the company's core values as the framework on which they build a performance appraisal system.

In our 2017-2022 strategy we've considered the internal drivers that will help us to remain fit for purpose to deliver our objectives. TREE AID's staff are the most important resource we have and we want to encourage a performance culture which embeds our values in all our work.

This document provides a short guide on our values and indicators of behaviour that demonstrates the values in action which are appropriate for all staff.

There is a more detailed guide for values, behaviours and performance standards included as an annex. The annex includes behaviours and performance standards that we expect of managers and directors with higher levels of authority and responsibility.

The performance statements in the annex should help to provide more specific feedback to summarise good performance and areas for improvement but please bear in mind that when you are providing feedback you should provide real evidence supporting the statement.

### **1. We stand together with and respect the people we work for and with. We recognise that we play one part in a large collective effort to drive sustainable development.**

- We build constructive working relationships characterised by cooperation and mutual respect.
- We work as a team and support and encourage each other to achieve goals.
- We listen to and show mutual respect for each other and the partners, communities and supporters that we work with.
- We use the most appropriate channel to share information with others both inside and outside TREE AID and we adapt the message to meet the communication needs of the audience.

### **2. We are bold, ambitious, determined and impatient for change.**

- We proactively engage with others inside and outside the organisation to promote the interests of TREE AID and those we work with.
- We gather and share a wider knowledge of issues relevant to TREE AID's work.
- We inspire others by clearly articulating and demonstrating the values and principles that underpin our work.



- We take pride in TREE AID and share our experience and expertise to support others to achieve excellent results.

**3. We are professional. We work effectively and efficiently to a high standard and are experts in our field.**

- We systematically develop plans towards achieving TREE AID's objectives and deliver on commitments.
- We make clear, informed and timely decisions appropriate to our role, in the interests of TREE AID and those we work with.
- We hold an awareness of own abilities and areas for development, we adapt and use abilities to work well with others and to help achieve objectives.

**4. We have integrity. We are honest, transparent and accountable.**

- We are consistently honest in all of our interactions.
- We take personal responsibility for the quality and timeliness of our work and achieve results with little oversight.

**5. We are always learning. We review and adapt to maximise our impact.**

- We respond positively and constructively to change; we manage or take part in change processes in a way that is appropriate to our role in TREE AID.
- We seek out, develop and successfully implement new ideas that improve the work of TREE AID and benefit those we work with.
- We build on proven approaches and learn from ongoing work to improve it.

## **Code of Conduct**

### **A SAFEGUARDING**

TREE AID believes that all people are entitled to a safe and secure life free from exploitation and abuse and is committed to safeguarding and promoting the welfare of its programme participants in the work they do. In this context, programme participant includes vulnerable adults and children that may come into contact with TREE AID staff, volunteers and sub-contracted partners through our programmes, while abuse refers to the selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority.

All TREE AID trustees, management, staff, volunteers and sub-contracted partners have a responsibility to safeguard, and if required, protect programme participants that they come in contact with through its work. In this context, safeguarding refers to embedding practices throughout the organisation to ensure the protection of or our programme participants, while protection is about responding to circumstances that arise.

TREE AID's commitment to safeguarding people within our programmes from exploitation and abuse is reflected in specific policies that include standards of behaviour and whistleblowing. It is TREE AID's policy to comply with host country



safeguarding standards or legislation and UK law, where applicable. As such, TREE AID's management will take appropriate corrective actions, including disciplinary, legal or other actions in response to any violation of the safeguarding policy.

Jobholders will be expected to sign TREE AID's Safeguarding Policy and agree to conduct themselves in accordance with the provisions of these policies. In addition, certain roles across the group will require DBS / police checks (where available). The roles that will require DBS checks are those that require the job holder to interact with programme participants (beneficiaries).

## **B CONFIDENTIALITY**

You must always be aware of the confidentiality of information gained during the course of your duties, which in many cases includes access to personal information relating to beneficiaries and funders and other staff. It is expected that you understand the importance of treating information in a confidential manner, and your attention is drawn to the following:

- a. All documentary or other material containing confidential information must be kept securely at all times when not being used by a member of staff and must be returned to us at the time of termination of your employment with us, or at any other time upon demand;
- b. Information regarding the Organisation, donors, funders and suppliers must not be disclosed either orally or in writing to unauthorised persons. It is particularly important that employees should ensure the authenticity of, for example, telephone enquiries;
- c. Conversations relating to confidential matters affecting the Organisation, donors, funders and suppliers should not take place in situations where they can be overheard (i.e. in corridors, reception areas, lifts, etc.); and
- d. Any breach of confidentiality may be regarded as misconduct/gross misconduct and be the subject of serious disciplinary action.

The importance of confidentiality cannot be stressed too much and it is important that it be borne in mind at all times.

For the purpose of clarity, you shall not at any time (save as required by law) before or after the termination of your employment, disclose such information to any person without our prior written consent.

## **C Office Security**

Tree Aid offices and staff accommodation are selected and managed to reduce the risk of injury to personnel and/or loss or damage of Tree Aid assets. Site security is maintained through a series of physical and procedural boundaries. Site safety is maintained through reducing vulnerability to fire and accidents.

For temporary lodging overseas, such as hotels, senior local staff must ensure that the facility is safe and secure. Check that 24-hour security is provided. Sites should be selected which are within reasonable distance of the hosting office and, when the area is identified by the FCO guidelines as insecure (red or orange rating), should be



away from high-risk areas such as markets, police stations, cultural centres. Where possible consult local security advice for UN / NGO approved hotels.

All offices should have appropriate security and safety equipment. Guidelines for all offices, regardless of risk level, include the following actions:

- Install adequate security lighting to deter intruders, aid observation and prevent accidents at night.
- Familiarize all staff with emergency exit procedures and rendezvous points, including through regular (annual) drills.
- Familiarise all staff with emergency lock down procedures, including regular drills.
- Ensure that office business continuity procedures for local disturbances or incidents, including natural disasters, are in place and reviewed with staff.
- Install fire-fighting equipment in an accessible location and check/service annually. Train all staff in use of fire extinguishers and basic fire drills.
- Check all windows, doors, exits, and entrances daily, especially when closing the facility for the day. Establish a daily routine for locking up and assign a responsible person.
- Secure and lock up all documents of a sensitive nature.
- Prominently display all emergency phone numbers and provide all staff with a telephone directory listing key local and international numbers.

## **D GENERAL DATA PROTECTION REGULATION 2018 (GDPR)**

The General Data Protection Regulation (GDPR) took effect in the UK from 25 May 2018. It replaced the existing law on data protection (the Data Protection Act 1998) and gives individuals more rights and protection in how their personal data is used by organisations. The Underlying Principles in the GDPR are that personal data:

- Will be processed lawfully, fairly and transparently.
- Is only used for a specific processing purpose that the data subject has been made aware of and no other, without further consent.
- Collected on a data subject should be “adequate, relevant and limited.” i.e. only the minimum amount of data should be kept for specific processing.
- Must be “accurate and where necessary kept up to date”
- Should not be stored for longer than is necessary, and that storage is safe and secure.

TREE AID necessarily holds personal data of donors, employees, beneficiaries and others as part of its work. Those on whom it holds personal data have legitimate expectations of confidentiality and privacy and might be harmed by the inappropriate disclosure or use of this data. TREE AID also holds other commercially confidential data which might cause financial or reputational damage if not handled appropriately.

TREE AID recognises its duty to collect, maintain and use personal and confidential information in an appropriate manner and to store it securely. It seeks to meet both legislative requirements and best practice in this crucial area at all times. TREE AID recognises the increasing threats to data security as a result of advances in technology and the quantity of data accessible online and the need to take increasingly robust information technology and other security measures to protect data.

TREE AID's Data Protection, Storage & Information Security Policy:



- Sets out the legislative requirements applicable to TREE AID, in particular the data protection principles
- Outlines the main information security controls in place
- Provides guidance to staff and others working with personal and confidential data on what is expected of them and where to go for further information

All Staff should make themselves familiar with this policy and comply with its terms. TREE AID will provide training on joining in order that you understand your responsibilities. This training will be updated at regular intervals and is mandatory. Further details regarding TREE AID's Data Protection Policy can be found here: <F:\Personnel\Employee Handbook\Current\Apr 19 Review\Data protection, storage & IT security policy - final Mar 18.pdf>

As a result of GDPR a number of additional policies have been established or amended as follows. All staff should make themselves familiar with these policies and comply with their terms:

Use of Personal Devices:

<F:\Personnel\Employee Handbook\Current\Apr 19 Review\Use of Personal Mobile Devices Policy Nov 17 v3.pdf>

Remote Working:

<F:\Personnel\Employee Handbook\Current\Apr 19 Review\GDPR Remote Working Policy Nov 17.pdf>

Website & Social Media:

<F:\Personnel\Employee Handbook\Current\Apr 19 Review\GDPR Social Media Policy 2017 Final Nov 2017.pdf>

Privacy Policy:

<F:\Personnel\Employee Handbook\Current\Apr 19 Review\TREE AID Privacy policy.docx>

## **E ORGANISATION PROPERTY AND COPYRIGHT**

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

## **F STATEMENTS TO THE MEDIA**

Any statements to reporters from newspapers, radio, television, etc. in relation to our Organisation will be given only by the Chief Executive or a nominated Senior Manager / Director.

## **G INVENTIONS/DISCOVERIES**

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:-

- a. in the course of your normal duties under such circumstances that an invention



might reasonably be expected to result from those duties;

- b. outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and
- c. during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

## **H VIRUS PROTECTION PROCEDURES**

In order to prevent the introduction of virus contamination into the software system the following must be observed:-

- a. unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used;
- b. all software must be virus checked using standard testing procedures before being used; and
- c. testing of data stored on USB stick, CD or similar before being loaded to your computer or the network.

## **I USE OF COMPUTER EQUIPMENT**

In order to control the use of the Organisation's computer equipment and reduce the risk of contamination the following will apply:-

- a. The introduction of new software must first of all be checked and authorised by the Director of Finance and Resources before general use will be permitted.
- b. Only authorised staff should have access to the Organisation's computer equipment.
- c. Only authorised software may be used on any of the Organisation's computer equipment.
- d. Only software that is used for Organisation applications may be used.
- e. No software may be brought onto or taken from the Organisation's premises without prior authorisation.
- f. Unauthorised access to the computer facility will result in disciplinary action.
- g. Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action; such actions could lead to dismissal.

## **J EMAIL AND INTERNET POLICY**

### **1. Introduction**

The purpose of the Internet and email policy is to provide a framework to ensure that there is continuity of procedures in the usage of internet and email within the Organisation. The internet and Email system have established themselves as an



important communications facility within the Organisation and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

## 2. Internet

Where appropriate, duly authorised staff are encouraged to make use of the internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Organisation name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

## 3. Email

The use of the email system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the Organisation's position on the correct use of the email system.

## 4. Procedures - Authorised Use

- a. Unauthorised or inappropriate use of the email system may result in disciplinary action which could include summary dismissal.
- b. The email system is available for communication and matters directly concerned with the legitimate business of the Organisation. Employees using the email system should give particular attention to the following points:-
  - i) compliance with the Organisation's communication standards;
  - ii) email messages and copies should only be sent to those for whom they are particularly relevant;
  - iii) email should not be used as a substitute for face-to-face communication or telephone contact. Flame mails (i.e. emails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
  - iv) if email is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Organisation will be liable for infringing copyright or any defamatory information that is circulated either within the Organisation or to external users of the system; and
  - v) offers or contracts transmitted by email are as legally binding on the Organisation as those sent on paper.





- c. The Organisation will not tolerate the use of the email system for unofficial or inappropriate purposes, including:-
- i) any messages that could constitute bullying, harassment or other detriment;
  - ii) personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
  - iii) on-line gambling;
  - iv) accessing or transmitting pornography;
  - v) transmitting copyright information and/or any software available to the user; or
  - vi) posting confidential information about other employees, the Organisation or its donors, funders, beneficiaries or suppliers.

#### **K MONITORING INTERNAL USE**

1. Periodic audits may be made of our computer and Organisation communications systems.
2. Any user found to have illegal software on the Organisation's equipment or who may have accessed, downloaded, viewed and distributed unsuitable or inappropriate material made from the Internet will be subject to disciplinary action under the Disciplinary procedure.

#### **L RECORDING AND/OR MONITORING TELEPHONE CALLS, EMAILS AND INTERNET USE**

1. Personal telephone calls are allowed only in the case of emergency and with the prior permission of your Line Manager.
2. Under recent legislation we are entitled to monitor and record your telephone calls, emails and use of internet at work. The systems belong to the Organisation and are connected to the outside telecommunications systems. This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account.
3. We may intend to monitor and record in some cases, telephone calls (including voice mail boxes) emails in and out and your use of the internet to ensure that all systems are being used for legitimate Organisation purposes and in order to monitor the quality of service being given to clients and the effectiveness of training.
4. We may also check voice mail boxes and emails in your absence.
5. We also reserve the right to carry out such monitoring and recording where we have reasonable grounds to believe that criminal offences or breaches of the Organisation's rules and policies may be taking place.
6. We suggest that you inform outside personnel about the above monitoring and include the following message with all emails:-



- a) Under the Regulations of Investigatory Powers Act 2000, this Organisation regularly intercepts and monitors emails sent to it for the purposes of, for example, ensuring that only legitimate business is being carried on and to ensure the security of information being transmitted.
- b) Please note that you accept that when sending an email to any member of staff, your email may be intercepted and/or read by other authorised members of staff.

Further information may be found on our HR Policy & Procedures Manual folder on the intranet.

#### **M OUTSIDE INTERESTS**

Outside interests including directorships, ownership, part-ownership or material shareholdings in companies with which TREE AID conduct business must be declared to your Line Manager (as should the interests of a spouse / partner or close relative).

#### **N USE OF SOCIAL NETWORKING SITES**

Social media can be a very powerful tool which enhances the services we provide to our beneficiaries and promotes our activities to our donors, funders and colleagues. We use social media to promote our activities and other relevant information. Only authorised employees should use our Organisation's sites and a professional, positive approach should be maintained at all times.

Any work related issue or material that could identify an individual who is a donor, beneficiary, funder, supplier or work colleague, which could adversely affect the Organisation, a donor, a beneficiary, a funder, a supplier or a work colleague or our relationship with any such must not be placed on a social networking site. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment, mobile phone or PDA.

Any work content or material, or contacts or connections list, created by the Employee during the course of their employment, on any of their authorised social networking sites (ownership of which vests in the Organisation) shall remain, at all times, the property of the Organisation. Accordingly, upon termination of your employment, you shall hand over to the Organisation, the access rights to your accounts, together with any work content or material, and any contacts or connections list.

#### **O PROFESSIONAL USE OF SOCIAL NETWORKING SITES OR USE OF PROFESSIONAL NETWORKING SITES**

Where you are authorised to use professional social networking sites to connect with other professionals within our sector, you are required to ensure that you represent the Organisation in a professional, positive light at all times in relation to our image, service provision, accuracy of information etc.

You must in the first instance speak with your Manager to ensure your profile is in line with our professional standards.

#### **P CLOSED CIRCUIT TELEVISION**



- Closed circuit television cameras are used on our premises for security purposes. We reserve the right to use any evidence obtained in this manner in any disciplinary issue. [area](#).

## **Health and Safety**

You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.

You must not take any action that could threaten the health or safety of yourself, other employees, donors, funders, suppliers, or members of the public.

Protective clothing and other equipment which may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.

You should report all accidents and injuries at work, no matter how minor. These are to be recorded in the accident book that can be found in the Finance & Resources area.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

Further detail may be found here:

<https://treeaid.sharepoint.com/:f:/s/UKAdministrationResources/EvGn2790BzRJtofBM4SM0jsBKHWKByJCbss7ZxFiF0O1DA?e=QvgRIe>

### **A MANUAL HANDLING**

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

### **B ALCOHOL & DRUGS POLICY**

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of Tree Aid and/or the health and safety of our employees. If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

### **C FITNESS FOR WORK**



If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

## **D HYGIENE**

Any exposed cut or burn must be covered with a first-aid dressing. If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## **E FACILITIES**

We provide refreshment making facilities at our Office for your use, which must be kept clean and tidy at all times. We provide a rest area for your use, which must be kept clean and tidy at all times. It may be used during authorised breaks. No smoking is permitted inside Tree Aid's offices. Smoking is only permitted in designated external areas during authorised breaks. This includes e-cigarettes

## **F Vehicle Operations**

Vehicle accidents are one of the main causes of injury and fatality among NGO staff. Avoiding excessive speed, following applicable traffic laws, and wearing seat belts minimise the chances of injury. The most senior member of staff in each office is responsible for ensuring that vehicles are maintained in a state of operational readiness; journeys are planned; and vehicle users are prepared to respond to a range of possible incidents. Vehicles must be regularly serviced and checked daily to prevent breakdowns and stranding of staff.

The submission of a formal trip plan is mandatory for long distance travel or for travel to remote or insecure areas. The trip plan serves two purposes: it requires the traveller to think through the journey before setting off, and it provides a written record of the planned journey. A journey can then be monitored and appropriate action taken if something goes wrong and assistance is required.

## **G Medical Procedures**

In many areas where Tree Aid works, the national medical support and emergency response infrastructure is not well developed. Visiting staff should be familiar with Country Office medical emergency response procedures in the event of a sudden acute illness or injury. These procedures should be written in a plan, rehearsed and updated regularly.



## **H Insurance**

Insurance for both national and international staff is provided to allow quality, timely treatment. All staff must have full access to the conditions of their insurance. Full details of Tree Aid's insurance policies can be obtained from the UK Finance & Resources Team. In the event of accident or illness resulting in hospitalisation, the Emergency Service Company must be contacted immediately following such hospitalisation.

## **I Visitor Guidelines**

For visitors, lack of area-specific cultural knowledge, security procedures, and language skills can cause difficulties. Visitors that cannot communicate easily in a local language and who do not know the appropriate security precautions can inadvertently become a victim of crime or a security incident. Country Offices should review, and routinely update, policies, procedures, and restrictions for in-country visits. Country Managers / Regional Director will determine whether in-country visits are appropriate and if so, the travel criteria and appropriate locations for visitor accommodation.

Country Offices should:

- Provide visitors with an emergency information card/mobile phone with emergency contact phone numbers for the police and ambulance and key Country Office personnel.
- Provide a security briefing for all visitors. Include information on safe modes of transport, areas to avoid and other precautions.
- Use official vehicles for visitor transportation when appropriate.
- Ensure visitors have the ability to maintain contact with the appropriate office when visiting remote project sites. Provide mobile phones as appropriate.
- Travel only during daylight hours. And avoid traveling alone.

## **J International Staff Travel**

All staff travelling internationally will be at a higher risk of security incidents due to their lack of familiarity with the context and environment. Therefore, for all staff, it is necessary that prior to departure and during their visit they adhere to the following checklist and ensure that all items have been covered sufficiently:

- Ensure approval for your visit through salesforce (or through email if this is not available) from your line manager, the host country and CEO / Regional Director.
- Ensure once approval of visit is received that you receive quotes for flights and these are checked with host country security focal point (country manager / regional director of operations / director of operations that the flight is appropriately timed.



- Secure the appropriate visas in advance of arrival where required
- Seek medical advice from a travel doctor or GP (if you are regular traveller this should happen at least once every 2 years) and ensure you have any necessary inoculations and malaria prophylaxis and mosquito repellents.
- If you are travelling to West Africa, ensure you have an up-to-date Yellow Fever certificate and bring this with you whilst travelling
- Obtain from Finance and Resources an emergency contact list for the country you are visiting
- Develop a daily timetabled schedule for your visit and share this with your line manager AND with Finance and Resources Department
- When field travel to areas in the "Red Zone" of the FCO travel guidance is anticipated, it is necessary for you to highlight this to the Finance and Resources Department so that insurance requirements can be checked.
- If you are travelling to or from the UK you must receive a country briefing from the Operations Director or designate which includes a discussion on personal safety and security before travel (or upon arrival if you are travelling to the UK).
- Receive written confirmation from your visit host as to your accommodation and airport pick up arrangements
- Prior to departure ensure you have some local currency if available from your office base (if this is not possible you must bring USD or GBP in cash)
- Ensure on arrival you let your manager know you have arrived in country
- Ensure on arrival you receive a local telephone from the host office
- Follow all advice on security and safety from the most senior Operations Team member on location whilst in country (country manager / regional operations director / operations director depending on location)
- Do not travel anywhere for personal reasons without firstly checking with the country manager / regional director / operations director that this is a secure

## **Anti-Bribery Policy**

### **Introduction**

Bribery is a criminal offence. The Organisation prohibits any form of bribery. We require compliance, from everyone connected with our Organisation, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us and we have a zero tolerance attitude towards corrupt activities of any kind, whether committed by management, employees or by third parties acting for or on behalf of ourselves or suppliers.

### **Policy**

It is prohibited, directly or indirectly, for any employee or person working on our behalf to offer, give, request or accept any bribe i.e. gift, loan, payment, reward or advantage, either in cash or any other form of inducement, to or from any person or company or organisation in order to gain commercial, contractual or regulatory advantage for the Organisation, or in order to gain any personal advantage for an individual or anyone connected with the individual.

If we suspect that you have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

If you, as an employee or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if you are not personally involved, you are expected



to report this to a Director or the Chief Executive. You may be asked to give a written account of events.

All staff are reminded of the Organisation's Whistleblowing policy which is available in this Employee Handbook (page 29) and in further detail on our HR Policy & Procedures Manual folder on the intranet.

### **Gifts and hospitality**

We realise that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our sector. This does not constitute bribery where it is proportionate and recorded properly.

No gift should be given nor hospitality offered by an employee or anyone working on our behalf to any party in connection with our Organisation that is of a value in excess of £25.00 without receiving prior written approval from their Line Manager or a Director. Similarly, no gift or offer of hospitality should be accepted by an employee or anyone working on our behalf without receiving prior written approval from their Line Manager or a Director.

A record will be made of every instance in which gifts or hospitality are given or received.

As the law is constantly changing, this policy is subject to review and the Organisation reserves the right to amend this policy without prior notice.

### **A WASTAGE**

1. We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our Organisation.
2. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:-
  - a. handle machines, equipment and stock with care;
  - b. turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
  - c. ask for other work if your job has come to a standstill; and
  - d. start with the minimum of delay after arriving for work and after breaks.
3. The following provision is an express written term of your contract of employment:-
  - a. any damage to equipment, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to reimburse to us the full or part of the cost of repair or replacement; and
  - b. any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss.
4. In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

### **B STANDARDS OF DRESS**

As you are liable to come into contact with donors, funders, suppliers, and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. You should wear clothes appropriate to your job responsibilities, and they should be kept clean, hygienic and tidy at all times.

### **C HOUSEKEEPING**

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.



#### **D BEHAVIOUR AT WORK**

You should behave with civility towards fellow employees, and no rudeness will be permitted towards donors, funders, suppliers, visitors or members of the public. Objectionable or insulting behaviour or bad language will render you liable to disciplinary action.

You should use your best endeavours to promote the interests of the Organisation and shall, during normal working hours, devote the whole of your time, attention and abilities to the Organisation and its affairs. Any involvement in activities which could be construed as being in competition with us is not allowed.

Our policy on standards for conducting business may be found on our HR Policy & Procedures Manual folder on the intranet.

#### **E BEHAVIOUR OUTSIDE OF WORK**

Because the Organisation demands employees of the highest integrity we have the right to expect you to maintain these standards outside of working hours.

Activities that result in adverse publicity to ourselves, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

#### **F PERSONAL RELATIONSHIPS**

We recognise that, from time to time, close personal relationships may develop between members of staff and between staff and donors, funders or suppliers. In order to ensure that potential conflicts of interest are avoided, members of staff who are in that position are strongly recommended to advise their Line Manager or a Director.

Any such information will be treated in the strictest confidence. We fully acknowledge the right of employees to privacy in their personal affairs. However, experience has shown that the effect of such relationships can cause a blurring of judgement whereby conflicts of interest arise and which can cause us to lose confidence in the person's integrity and reliability. Further detail may be found on our HR Policy & Procedures Manual folder on the intranet.

#### **G GIFTS**

In order to maintain the integrity of both yourself and the Organisation, any gifts, benefits or invitations to subsidised events above the value of £25.00 must be disclosed to your Line Manager or Director in writing. You should not accept any high value gifts or invitations without prior authorisation. Further detail may be found on our HR Policy & Procedures Manual folder on the intranet.