

## Conduct and Standards Policy

### What this policy covers

This policy details the main standards of behaviour that you need to adhere to and also details the behaviours that the Company 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.

### Employee duties and responsibilities

You are under a duty to comply with the standards of behaviour required by the Company 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 Company's Absence Procedure
- 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 Company 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 management
- Ensure the maintenance of acceptable standards of politeness
- Take all necessary steps to safeguard the Company's public image and preserve positive relationships with all persons and organisations connected to the Company
- Ensure that you behave in a way that does not constitute unlawful discrimination
- Comply with the Company's Operating Policies and Procedures

Unless otherwise instructed, personal mobile telephones must be switched off or switched to silent mode at all times during normal working hours.

### Flexibility

You may be required to work additional hours in 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 Company and that of all persons and organisations connected to the Company.

### Conduct while representing the Company

As a general rule, behaviour outside of normal working hours is a personal matter and does not directly concern the Company. However, there are some exceptions to this rule. The Company 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 an employee
- At work related conferences
- While working away on business on behalf of the Company

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

Any employee whose conduct brings the Company into disrepute will be subject to the Company's disciplinary procedure. Such behaviour may be viewed as a gross misconduct offence and could render the employee 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 Company that could reasonably be interpreted as competing with the Company.

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

## Health and Safety

It is your duty and responsibility to familiarise yourself with, and to comply with, the Company 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 Company's Accident Book.

## Dress and appearance

The personal appearance of employees makes an important contribution to the Company'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.

All employees will be expected to comply with any management instructions concerning dress and appearance.

## Property and equipment

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

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

Where you damage property belonging to the Company either through misuse or carelessness, the Company 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 Company property, such as keys, laptops, mobile telephones, Company vehicles, documents or any other items belonging to the Company.

## Personal searches

The Company 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 Company will require the appropriate authorities to conduct the search on behalf of the Company. Failure to co-operate with the Company in this respect may be treated as gross misconduct.

## Personal property

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

## Environment

In order to provide a cost-effective service, you are requested to use Company 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.

## Breach of this policy

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

## Gross Misconduct

Set out below are details of behaviour that the Company 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 Company or a third party's premises or in a vehicle belonging to the Company
- Sleeping during working hours
- Assault, acts of violence or aggression
- Bullying
- Unacceptable use of obscene or abuse language
- Possession or use of or being under the influence of non-medicinal drugs or alcohol on Company premises or during working hours
- Wilful damage to Company, employee or third party property
- Serious insubordination
- Serious or gross negligence
- Bringing the Company into disrepute
- Falsification of records or other Company 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 Company information to the media or any other party
- Unauthorised accessing or use of computer data
- Unauthorised copying of computer software