

PO26 CODE OF CONDUCT

Policy

Introduction

CVS Falkirk understands that a Code of Conduct ensures high standards and makes it clear how we will conduct our business in respect of all stakeholders, partners, clients, suppliers and other interested parties.

Key Principles

The following Key Principles are based on the Nolan Committee's 'Seven Principles of Public Life', which is perceived as good practice in the third sector.

Selflessness

Employees and volunteers with CVS Falkirk have a general duty to act in the best interests of CVS Falkirk as a whole. They should not do so in order to gain financial or other material benefits (other than agreed remunerations as part of their contract or agreement with CVS Falkirk) for themselves, their family, their friends or any other organisation that they may represent in any capacity.

Integrity

CVS Falkirk employees and volunteers should:

- Not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their role.
- As well as avoiding actual impropriety, avoid any appearance of improper behaviour.
- Avoid accepting gifts and hospitality that might reasonably be thought to influence their judgement (see also PO76 Gifts).

Objectivity

In carrying out their role, employees and volunteers must ensure that decisions are made solely on merit.

Accountability

CVS Falkirk employees and volunteers:

- Have a duty to comply with the law on all occasions in accordance with the trust placed in them in their role, and in such a way as to preserve public confidence in the organisation.
- Are accountable for their decisions and actions to the public, funders and service users. They must submit themselves to the scrutiny that is appropriate to their role.

Openness

CVS Falkirk employees and volunteers:

- Should ensure that confidential material, including material about individuals, is handled with due care, and in accordance with PO41 Confidentiality.

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- Should be as open as possible about their decisions and actions that they take. They should give reasons for their decisions and actions, restricting information only when the wider interest demands.

Honesty

CVS Falkirk employees and volunteers:

- Have a duty to declare any interest relating to their role and take steps to resolve any conflicts that arise. Where private interest conflict with their CVS Falkirk duties, he/she must resolve this conflict in favour of CVS Falkirk.
- Must pro-actively make relevant declarations of interest in the different circumstances and roles they play both within and outwith CVS Falkirk.

Leadership

CVS Falkirk employees and volunteers:

- Should promote and support the principles of leadership by example
- Must respect the roles and responsibilities in the management structure of the organisation.

General Conduct

At all times during your employment the organisation expects you to conduct yourself as a representative of the organisation and behave accordingly towards colleagues and clients.

- Failure to carry out your work as and when directed in an efficient and conscientious manner may be considered misconduct and could lead to disciplinary action being taken and possibly dismissal, in accordance with our Disciplinary Policy.
- You are expected to turn up for work on time and to work your required hours. Bad timekeeping or taking unauthorised time off will be regarded as misconduct.
- To ensure you consistently maintain an appropriate standard of dress and personal appearance at all times when at work, as outlined in the Employee Handbook. The organisation respect dress on grounds of religious belief or ethnicity, and recognise diversity.
- To be accountable for any property belonging to us, which you may use or come into contact with during your employment with us and in so doing you should act professionally and with due care at all times.
- To comply, respect and meet all reasonable instructions from any line manager within the business and in accordance with the needs of the business.

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- To be courteous, professional and polite to all customers, volunteers, clients and suppliers of the organisation and maintain an appropriate standard of behaviour with them at all times.
- To know, understand and observe all our Policies and Procedures as they form an integral part of your employment with us.
- To maintain client confidentiality at all times during and post your employment with us in accordance with our rules and the Data Protection Act 1998.
- To respect and uphold any law affecting our clients and your employment with us, ensuring you 'act' ethically and with honesty and integrity at all times.

You are required at all times to represent the best interests of CVS Falkirk. As an ambassador for the organisation, you should ensure that your public conduct is above reproach. In addition, all employees and volunteers are reminded that they are part of a team, and they should, at all time:

- Maintain a best value culture.
- Contribute to a positive and inclusive working environment within which regular performance review takes place and undertake further training, as appropriate.
- Ensure safe working practices in which the health, safety and welfare of colleagues are not jeopardised.
- Participate in the implementation of effective operational plans to meet the objectives of CVS Falkirk's services.
- Assist in meeting appropriate operational and other statutory targets.

Related Policies:	All	
Related Documents:	none	
Version:	1.0	
Published:	February 2014	
Review Date:	April 2017	Date Reviewed: April 2017
Review Due Date:	April 2019	Date Reviewed: