

PO89 GENERAL HOUSEKEEPING POLICY AND PROCEDURE

Policy

Introduction

CVS Falkirk provides an 'open office' environment for working, and as such, it is important that everybody works in a manner that respects the rights of their colleagues, and that minimises disruption. This policy is to clarify many of the 'little issues' that can take on disproportionate importance and cause undue stress in such an environment.

Staff Welfare

We believe it is very important that you are happy in your position with us. We want you to feel free and able to discuss any issues or problems with us particularly if it is affecting you in your work. If you have any concerns, please contact your Line Manager or the CEO.

Guidance

Punctuality

It is vitally important that you turn up for work on time in accordance with your Main Statement of Terms and Conditions of Employment. You should arrive at least 5 minutes before you are due to start so that you have sufficient time to prepare yourself for the day ahead.

Whilst we accept that lateness may not be entirely of your own making (due to some unforeseen circumstances on the way to work such as road traffic congestion or adverse weather conditions) we would encourage you to leave plenty of time to travel to work, allowing for delays. You must also call us if you are going to be late so that we can make alternative arrangements if necessary.

Personal Appearance

The dress code while in the office is smart casual. You should always be well presented and:

- Wear clean and tidy clothes
- Ensure they are free from rips, tears or damage
- Ensure the appropriate attire is worn when engaging in face to face meetings with clients. On certain occasions professional business attire should be donned and you should exercise personal discretion in this regard
- When you are engaging with clients such as young people, then if it is considered appropriate you may wear jeans.

Dress Down Friday

Every Friday is regarded as a 'dress down day'. Nevertheless although we allow you the freedom to be more informal, we also have a responsibility to uphold our professional image, as such the following rules apply:

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If you are visiting a client or receiving a visit from a client you are not permitted to 'dress down'. Where a 'formal' business activity is taking place, which you are involved in during normal working hours you are not permitted to 'dress down'. Clothing which has slogans or images which can be considered offensive, or which of itself can be so considered, is never appropriate in the workplace.

Personal Possessions

It is always advisable to avoid bringing personal belongings and/or excessive amounts of cash to work as we cannot be held liable for any loss or damage to personal property howsoever caused.

Use of Personal Mobile Phones and Personal Devices

Mobile phones and other personal devices must be placed on silent mode during meetings and normal working hours. Messages can be retrieved and answered during any break period. However once you return to your workstation the mobile must be silenced or switched off and returned to a safe place.

Any family emergency or 'other' emergency will supersede any of the foregoing inasmuch as if you see a recognisable number coming up on your mobile phone such as your child's carer, nursery or school you may respond to it.

Clean Desk approach

CVS Falkirk does not require you to clear everything off your desk each night, however, you must give due consideration to all aspects of security and confidentiality. Your PC must be switched off at night, and all files, correspondence and records of a confidential nature locked away. A breach of this condition can lead to disciplinary action.

It should be noted that the cleaners are instructed not to move anything, so if you do not have a clear desk, your work area will not be properly cleaned.

You must also give due regard to the area around your desk, particularly in respect to Health and Safety, and specifically not using multiple extension leads, not storing paperwork under or around your desk or on radiators, and not causing obstructions to passageways or to colleagues.

Windows

Please ensure that the windows nearest to you are fully closed and latched at the end of each day. Nothing should be placed on window sills.

Related Policies:	none
Related Documents:	none
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