

Code of Conduct

May 2019

1. Introduction – purpose

Our vision is to work with communities to make Haringey an even better place to live, work and study through the values we share:

- Human - we care
- Ambitious – we push boundaries
- Accountable – we take responsibility
- Professional – we're Haringey's ambassadors.

Our values underpin everything we say and do so the purpose of our Code of Conduct is to support those values. It also sets out the standards and behaviours expected of us as employees when dealing with colleagues, members, partners, residents and other customers.

2. Scope

The Code applies to all employees of the council.

The Code works together with any other obligations you may have if you're a member of a professional body.

By following the Code, you will ensure that you're demonstrating our values to an acceptable standard.

3. General principles

3.1 Appearance

It's important that you appear professional and dress appropriately for the job that you do. This means that when you come to work, you look:

- presentable
- clean

- smart.

If the nature of your work means you're unable to follow this, your manager will take this in to account and make allowances where necessary.

If you're required to wear a uniform or a certain standard of clothing for work, please ensure that you do so.

3.2 Absence

You will have agreed a working pattern with your manager, so it's important that you fulfil this agreement and don't take leave without permission.

If your absence is unplanned for any reason, please tell your manager as soon as possible.

Please remember that you should not take annual leave or flexitime without previously arranging it with your manager.

For more information, please read our [Leave and time off policy](#).

3.3 Work standards

3.3.1 Instructions, regulations and obligations

To ensure that you're working effectively in your team, you're expected to follow reasonable management instructions.

It's also vital that we are all aware of and follow:

- operational regulations covering your role
- standing orders issued by the directorate
- financial regulations covering our activities
- statutory and contractual obligations related to your work.

3.3.2 The information we work with and whistleblowing

While working with us, you may have access to and be entrusted with large quantities of information. This may include, among other things, details of our affairs, business, financing, dealings, transactions, clients, contractors, suppliers, customers, residents and employees. Much of this information will be sensitive and confidential.

For the duration that we need the information, please ensure that it's not destroyed, removed or wilfully damaged.

We cannot share this information with anyone who doesn't work for Haringey Council without the right permission. This extends to:

- sharing information that you have access to while working with us
- sharing information about Haringey Council, its employees or any members of the public who we work with

- making false or misleading statements, either orally or in writing, about official business
- speaking to the media or giving interviews about information relating to the council without permission from the press office or your manager.

Please note that it may be appropriate to share information if you have concerns about malpractice happening at work. For more information on how to deal with this type of situation, please read our [Whistleblowing policy](#).

Remember, if you're ever unsure what information or documents you can share with others, please speak to your line manager.

3.3.3 If you decide to leave us

If you decide to leave your job with us, you should make sure that you leave your files and records in good order for the person taking over from you.

Please return any property or equipment that belongs to the council to the relevant people. This includes your ID and any other permits that have been issued to you. You will also be required to repay any money that you owe, e.g. the balance of season ticket loans, salary overpayments, etc.

3.4 Working with councillors and being politically impartial

As employees, we're all ambassadors for Haringey so it's important that we maintain mutual respect and good working relationships with one another in order to deliver services to the people who live and work in Haringey.

If your job involves working with members, please read and understand the standards set out in the 'Protocol on Members / Officers Relations' within the Constitution. When dealing with members, remember our values and always aim to be human and professional.

Be polite and efficient and always ensure that you follow the right processes for your business area. This includes not speaking to members about personal employment issues which should be dealt with by your line manager or Human Resources.

Apart from employees with politically restricted roles, you are free to take part in political activities. However, please avoid taking part in political actions of any of the political parties while you're at work and ensure that you carry out your work impartially.

3.5 Working with customers and colleagues

As a council, we're committed to ending unlawful discrimination wherever it exists and respecting the diversity of both our customers and colleagues.

We should always treat our customers and each other with respect and courtesy.

This means that we're committed to ensuring that there's no unfair or unlawful discrimination on the basis of any protected characteristics under the Equality Act, which

are as follows: Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation. For example this includes the following: ethnic origin, gender, HIV status, mental health status, MS status, cancer status, marital status, nationality or national origins, responsibility for dependants who have a disability, or discrimination on the basis of association with someone who has a protected characteristic or discrimination if someone is perceived to have a protected characteristic such as being gay or of a particular race.

We're passionate about our commitment to diversity and equal opportunities and we hope that you are too. Any intentional disregard to our commitment could lead to disciplinary action.

3.6 Outside interests

We should all be accountable and committed to the work each of us while we're at work which is why we ask that you don't work for any other organisation or provide services during your contracted hours unless you have approval to do so. This includes unpaid voluntary work or when you're on sick leave or on paid suspension.

If your job is graded at level G or H or the equivalent (the old scale six or below), we'll usually allow you to take on additional work outside of your working hours. However, this work should not conflict with, or negatively affect, the interests or image of Haringey Council.

If your job is graded at level F or above (the old SO1), you will need to get consent from the Council before engaging in other work. If you have any questions about outside interests please speak to your line manager or Human Resources.

Private work, which involves dealings with the Council, its contractors or suppliers, is not allowed.

3.7 Bribery and corruption

We're an accountable council, which means we're committed to upholding the highest ethical and legal standards and have a zero tolerance towards bribery and corruption.

Everyone, including others acting on our behalf, needs to act in accordance with the Bribery Act 2010. This means that we're all unable to offer, promise, give or accept a bribe either from within work or from or to someone outside of work.

We all have a responsibility to help detect, prevent and report instances of bribery and corruption. To help deal with this, we want people to feel that they can speak up and raise concerns about wrongdoing in the right way.

If you have any concerns, even if it's just a suspicion, please report them immediately using our [Whistleblowing policy](#).

If you feel that anyone is trying to bribe you or a colleague, or if you have evidence of corruption or inappropriate behaviour, please tell a manager straightaway.

3.8 Gifts and hospitality

There may be times when third parties such as existing or potential clients, conference delegates or visitors offer you goods or services in a professional capacity.

A gift may be accepted if it has a nominal value, is a genuine token of thanks and you've asked for your manager's advice on whether you can accept it or not. If you need to refuse a gift, please do it politely and firmly. Where you have reason to think that even a polite refusal may cause offence, please refer to our [Anti-bribery policy](#).

Offers of hospitality can't be accepted unless you're representing Haringey Council in the community. While it's acceptable to offer and receive a reasonable level of hospitality, this must never be seen as excessive.

Any offers to attend social, sporting, arts, cultural or other events should only be accepted when they are part of the life of the community or where the Council should be represented. Please make a record of these using a hospitality declaration form.

In any event, please declare all offers of gifts and hospitality to Human Resources.

Remember if you accept any bribes, money, favours, loans or gifts from an individual or an organisation that gives, or wants to give, us goods or services, you may be guilty of corruption.

3.9 Conflicts of interest

To maintain our values, it's important that you avoid situations where your work with us conflicts with your or someone else's private interests.

If you're aware of any conflict, or potential conflict, please tell your line manager and record it using a declaration of interests form.

3.10 Safety

We care about your safety and as our values testify, we are a human and accountable council. But we all have a responsibility to work in a way that doesn't put ourselves or others in risk of injury or danger.

We should all take responsibility for our own health and safety and the safety of the people we work with and have a duty of care to. If an accident happens it needs to be reported using the [Accident and Incident Management Procedure](#).

If you have any specific health and safety rules related to your work, it's important that you follow them. These include for example:

- food hygiene standards

- the use of safety clothing or equipment.

Our **accident and incident management procedure** will tell you the process you need to follow to report health and safety incidents.

3.11 Alcohol, drugs and smoking

3.11.1 Alcohol and drugs

It's important that we're professional at work and ready to meet the standards expected of us. Being under the influence of alcohol or drugs at work is not in line with our values and could have potentially very negative consequences. We ask that you don't:

- consume alcohol during your contracted working hours
- carry out work under the influence of alcohol or drugs, including prescribed medication, if it in any way affects the performance expected of you.

Your wellbeing is important to us and our alcohol and substance misuse policy aims to help people who may have, or think they may have, a problem with alcohol or drugs.

3.11.2 Smoking

Each of our workplaces are completely smoke-free which means that you can't smoke at work (this includes vaping and the use of e-cigarettes).

For more information, please read our no smoking at work policy.

3.12 Misconduct

The aim of our Code is to ensure that you're demonstrating our values to an acceptable standard. Any serious, blatant or repeated breaches of it could be viewed as gross misconduct.

We define gross misconduct as behaviour of an individual that is so serious, it leads us to consider whether we allow them to continue working with us.

In line with our values, there are some acts that could be described as gross misconduct, for example:

- removing, deliberately damaging or misusing council property
- using the internet, email, electronic software and information systems inappropriately
- acts of dishonesty, including theft and fraud
- deliberate falsification of statements, time sheets, expenses claims, etc.
- inappropriate or offensive behaviour towards customers or colleagues including bullying, sexual or racial harassment
- physical violence
- improper use of your position or the Council's name for personal gain including the soliciting or acceptance of bribes

- being under the influence of alcohol or drugs while at work
- deliberate failure or refusal to carry out reasonable management instructions relevant to the duties of your post.
- Recklessness, carelessness or negligence, causing loss, damage or injury; or a serious breach of health and safety practice.

These are just examples and are not intended to be exhaustive.

4. Roles and responsibilities

4.1 Employees

Everyone is expected to have read and be familiar with our Code of Conduct.

4.2 Directors, assistant directors, heads of service and line managers

If you're a manager, you have your own responsibilities under the Code including, but not limited to:

- ensuring your direct reports have read and understand the code
- giving permissions as set out in the code where appropriate
- identifying behaviours that are counter to the aims of the code.

4.3 Human Resources

The Chief Executive has overall responsibility for the operation of our Code.

Managers, as described above, and Human Resources also have their own operational responsibilities.

The responsibilities of Human Resources include ensuring that:

- the Code is kept up to date
- the Code is made available to all new employees
- the Code links to other relevant policies clearly
- permissions are recorded centrally and managers are advised on how to deal with breaches of the Code.

5. Further reading

The following policies and forms are available on our intranet:

- Customer care standards
- Gifts and hospitality declaration form
- Declaration of interest form
- Managing people and performance policies – disciplinary, grievance
- Wellbeing – no smoking policy
- Safety – accident and incident management procedure
- Whistleblowing policy

Document Control

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NB Highlighted **text** indicates hyperlinks to policies, procedures or forms in the on-line version.