

Code of Conduct Policy

September 2025

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Code of Conduct Policy and Procedure

1 Introduction

- 1.1 The purpose of this policy is to set out the standards of behaviour expected from all employees of the Council. It supports the Council's values, promotes integrity and accountability and ensures that all employees are treated fairly. It also ensures professionalism in the delivery of services to its residents, recognising that equitable, inclusive conduct among employees is essential to delivering fair, responsive and high quality services.
- 1.2 Employees can enjoy many benefits whilst working for the Council and in return they are required to carry out their job to the best of their ability, comply with Council policies and procedures and behave in a manner that reflects the Council's values and behaviours and does not bring the reputation of the Council into disrepute. Employee benefits include, but not limited to, the following:
- Generous annual leave
 - Interest free season ticket loans
 - Flexible working arrangements
 - Variety of Parental Leave Provisions

Further information on employee benefits can be found [here](#).

- 1.3 Failure to comply with this Code of Conduct may result in disciplinary action in accordance with the Council's [disciplinary policy](#). In cases where the breach is deemed sufficiently serious, it may constitute gross misconduct and could lead to summary dismissal, without prior notice.
- 1.4 This policy works alongside any other obligations an employee may have as a member of a professional / regulated body. Where necessary, Haringey council may need to report conduct concerns to the relevant body.
- 1.5 This policy applies to all permanent, fixed term and temporary employees of the Council. Whilst it does not apply to any agency workers, contractors or consultants working for the Council, a level of professionalism and acceptable conduct is expected, in the event it is necessary, feedback will be given to the agency/ organisation they are from.
- 1.6 Teachers and employees working in schools have their own local management and policies to follow.

2 Principles

- 2.1 All employees must adhere to the following:
- Uphold the highest standards of integrity, honesty and professionalism.

- Comply with all relevant legislation and Council policies.
- Act in a way that maintains public trust and confidence in the Council.
- Treat all colleagues, service users and members of the public with respect and dignity.
- Adhere to the Nolan principles/ Principles of Public life.
- Ensure decisions are made in the best interest and best value for residents and the Council.

2.2 Managers and employees have certain responsibilities that they must adhere to as part of the Code of Conduct as outlined in appendix A.

3 Conduct Expectations

3.1 Attendance and Timekeeping

3.1.1 Employees must:

- Attend work punctually and regularly as per their agreed working hours with manager.
- Follow the Council procedures for reporting absence as set out in the [Sickness Absence Policy](#).
- Seek prior approval for annual leave and flexible working (if applicable to role/ service needs).
- Employees must notify their manager at the earliest opportunity if they are unexpectedly unable to attend work due to unforeseen circumstances or emergencies beyond their control.

3.2 Appearance

3.2.1 Employees must:

- Maintain a professional appearance and dress suitably for the job they are employed to do.
- Be presentable, clean and smart at all times.
- Ensure clothing is respectful and not likely to cause offence, particularly during hot weather.
- Wear assigned uniform and personal protective equipment as required for their role.

3.3 Behaviour and Attitude

3.3.1 Employees must:

- Be courteous, professional and cooperative

- Not engage in discriminatory, harassing or bullying behaviour including, but not limited, to racism, ableism, homophobia, transphobia and other forms of prejudice. Refer to [Prevention of Sexual Harassment at Work Policy](#).
- Promote inclusive behaviours, respect others' identities, and contribute to a safe and respectful workplace.
- Ensure they are familiar with relevant legislation including the Equality Act 2010.
- Represent the Council positively in all communications.

3.4 Work Standards

3.4.1 Employees must:

- Follow reasonable management instructions
- Maintain strict confidentiality and comply with applicable data protection regulations
- Follow the Council's policies and procedures
- Demonstrate accountability for actions and decisions.

3.4.2 In addition, standards expected by People Managers are as follows:

- Ensure all employees are treated fairly, equally and without discrimination
- Undertake people management processes in line with internal policies
- Participate in people management training and complete all mandatory training
- Stay up to date with changes to people management policies.

3.4.3 In addition, standards expected by Budget Managers are as follows:

- Understand a Budget Holder's responsibilities as set out in the Financial Regulations (London Borough of Haringey Constitution: Part 4 Section I).
- Ensure any spending is appropriate, represents value for residents and has been approved through the appropriate approval route.
- Monitor budgets they are responsible for, ensuring income and expenditure is tracked and report budget variances to Directors by forecasting all variations on the financial management system in accordance with the corporate budget monitoring timetable.
- Follow internal policies relating to financial commitments, including but not limited to; procurement, pay and reward, contract awards.
- Ensure that appropriate financial controls and systems exist, are applied within their service area and report on any deficiencies to Directors.

3.5 Confidentiality

3.5.1 Employees must:

- Protect sensitive information about the Council, employees and service users

- Comply with data protection legislation
Ensure information remains confidential unless granted specific permission to release it.

3.6 Conflict of Interest

3.6.1 Employees must:

- Declare any personal interest that may conflict with Council duties; this includes personal relationships with other employees
- Avoid any situation where personal interest may influence professional judgement. Refer to [Conflict of Interest Policy](#).

3.7 Use of Council Resources

3.7.1 Employees must:

- Use Council equipment, vehicles and facilities for authorised purposes only
- Avoid personal use of work resources unless expressly permitted by employee's manager. Further information can be found [here](#).

3.8 Political Neutrality

3.8.1 As public servants, employees:

- Must remain politically neutral in the workplace
- Cannot use their position to promote political opinions.

3.9 Social Media and Online Conduct

3.9.1 Employees must:

- Not post content that could damage the Council's reputation
- Not share confidential information
- Use personal accounts responsibly and in line with [social media guidance notes](#).

3.10 Gifts and Hospitality

3.10.1 Employees must:

- Not accept gifts or hospitality that may be seen to influence decisions
- Declare all offers of gifts or hospitality via [HALO](#), ideally in advance if possible.

3.11 Bribery and Corruption

3.11.1 The Council is committed to maintaining the highest ethical and legal standards with zero tolerance for bribery and corruption.

3.11.2 All employees must comply with the Bribery Act 2010 and should not offer, promise, give or accept a bribe and has a responsibility to detect, prevent and report any

instances of bribery or corruption. To support this, we encourage a culture where employees feel safe to speak up and raise concerns via the appropriate channels.

3.11.3 Further information can be found in the Council's [Whistleblowing Policy](#).

3.12 Additional Work

3.12.1 An employee must not work and be paid for any other organisation or provide services to anyone during the hours when they are contracted to work for the Council. This includes both paid and unpaid work.

3.12.2 If on appointment, the employee already holds another job, this must be declared to their manager and the process followed on [HALO](#). However, this should have also been declared during the recruitment and/or onboarding stage.

3.12.3 In the event an employee wishes to take up paid work outside of the contractual hours, they must ask permission from their line manager before taking on any additional work. The request should be made through the [HALO](#) process. The manager will take in to account the wellbeing of the employee (including working hours), the impact it may have on the Council and the reasons they are taking on additional work before reaching a decision.

3.13 Working from Abroad

3.13.1 An employee may make a request via [HALO](#) to work from a country outside the UK for a maximum of 6 weeks (30 working days) in any rolling 12-month period. The work must be carried out from a single country per application unless explicitly approved and must be in line with the [Working From Abroad Guidance](#).

3.13.2 This request must be approved at least 4 weeks in advance by the employee's manager, the manager's manager and Human Resources.

3.13.3 Employees who seek to work abroad must:

- Have successfully completed their probationary period
- Not be under a standard setting or performance improvement process, subject to a disciplinary investigation or have a live disciplinary or capability sanction
- Continue to meet their contractual obligations and standards required for their role including appropriate working hours
- Be employed in a role that is compatible with remote working
- Comply with terms agreed with their manager regarding working abroad and Council policies.
- Only work from the country they have agreement for and for the time period agreed.

3.14 Leaving the Council

- 3.14.1 In line with the Council's terms and conditions, employees must not divulge to any person or make use of any information to which they had access to whilst working for the Council.
- 3.14.2 Prior to an employee's last day of service they must provide a clear handover to their manager and ensure that all files and records are up to date and easily accessible. This should also include the transferring of data held in the employee's 'one drive' area.
- 3.14.3 Employees are required to return any Council property or equipment in their possession to their manager on or before their last day of employment. This includes but is not limited to laptop/ phones (including all relevant access codes) and ID badge. In the event equipment is not returned, the council will seek to recover it or the equivalent costs.
- 3.14.3 Managers are responsible for ensuring leaver notifications are submitted in advance of the leaving date to avoid overpayment of salary and must plan the return of all Council equipment to reduce avoidable costs/ risks.
- 3.14.4 An employee is required to repay any outstanding money owed to the Council (e.g., overpayments or loans) in full and every effort will be made to recover the money owed via payroll before the employee leaves. If not recovered prior to leaving, the debt recovery process will be instigated via the Debt Recovery team.

4 Disciplinary Consequences

- 4.1 Failure to comply with the Code of Conduct may result in disciplinary action in line with the Council's [Disciplinary Policy](#), up to and including dismissal for gross misconduct.
- 4.2 Examples of gross misconduct can be found at appendix B.

5 Reporting Process

- 5.1 The following steps must be taken as part of an individual raising a code of conduct concern:
- 5.1.1 Recognise and document:
- Identifying the behaviour or incident that may breach the Code of Conduct
 - Record key details such as time, date, individuals involved and any witnesses, provide this along with any available evidence to Employee Relations Team via [HALO](#).
- 5.1.2 Investigation Process:
- Employee Relations Team will review the information received and determine next steps.

- Individual who raised concern may be asked for further information or be invited to a meeting to discuss their concerns further.
- Investigations to be approached with sensitivity and fairness and support will be offered to those affected.

5.1.3 Outcome:

- Concern/s raised will be reviewed and appropriate action will be taken in line with the relevant policies.
- All parties will be kept informed of progress and outcome.
- Confidentiality will be maintained throughout process.

5.2 No detriment will be suffered by anyone raising a concern in good faith; however, any matter raised with malicious intent may be dealt with under the [disciplinary policy](#).

6 Person in a Position of Trust (PIPOT)

6.1 Where an allegation has been made against a person in a position of trust (PIPOT) there is a requirement to refer to and follow the [protocol and guidance](#) on the intranet.

7 Further References

Disciplinary Policy
Whistleblowing Policy
Grievance Policy
Annual Leave and Time Off Policy

Appendix A - Manager and Employee Responsibilities

Area	Manager Responsibilities	Employee Responsibilities
General Conduct	Model expected behaviours; ensure team awareness of policies; address breaches promptly and fairly.	Uphold integrity, honesty, professionalism; comply with laws and policies; maintain public trust; treat others with respect. Ensure decisions made are in the best interest and best value.
Attendance & Timekeeping	Monitor attendance; approve leave/flexible working; address attendance issues. Refer to Annual Leave and Time Off Policy .	Attend work punctually; report absences properly; seek approval for leave/flexible working. Annual Leave and Time Off Policy .
Appearance	Clearly explain appearance standards and dress code requirements and observe and address any breaches.	Choose clothing that is respectful and unlikely to cause offense and be mindful of seasonal changes such as hot weather.
Behaviour & Attitude	Promote inclusive culture; intervene in inappropriate behaviour; support team wellbeing. Take action when concerns are raised and ensure accountability.	Be courteous, professional, cooperative; Not engage in discriminatory, harassing or bullying behaviour; represent the council positively. Undertake your role fully, follow reasonable management requests.
Confidentiality	Ensure employees understand confidentiality obligations; report and manage breaches	Protect sensitive information; comply with data protection laws; avoid unauthorised disclosures.
Conflict of Interest	Maintain a register of interests; advise employees on managing conflicts	Declare conflicts; avoid situations affecting impartiality.
Use of Council Resources	Monitor appropriate use and provide guidance on acceptable use.	Use resources only for authorised purposes; avoid personal use unless permitted.
Political Neutrality	Reinforce neutrality expectations and address breaches.	Remain politically neutral at work; avoid promoting political views.

Social Media Conduct	Provide guidance on responsible use; address misuse.	Avoid reputational damage; don't share confidential info; follow social media guidance notes
Gifts & Hospitality	Maintain and review the Gifts and Hospitality Register; advise employees on appropriate actions.	Avoid accepting gifts/hospitality that may influence decisions; declare all offers.
Leaving the Council	Ensure compliance with exit procedures, collect council property and ensure a handover is completed.	Continue to uphold data protection and confidentiality obligations after leaving the Council. Do not disclose or misuse any confidential or sensitive information accessed during employment.
Additional Work	Communicate policy clearly, review and support requests and monitor compliance.	Avoid engaging in any paid or unpaid work whilst contracted to work for Council. Ensure that any additional work is approved by Director and does not create a conflict of interest.
Working from Abroad	Assess eligibility and suitability of employee's request, set clear expectations and monitor compliance.	Check meets eligibility criteria, provide sufficient notice (at least 4 weeks/) and maintain terms agreed with manager during period of working abroad.

Appendix B - Examples of gross misconduct behaviour

The following list is not exhaustive

- 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, harassment or discrimination related to protected characteristics such as race, sex, sexual orientation, gender reassignment, disability or religion
- 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
- Working for another employer without permission
- Working for another employer in the same hours that you are contracted to work for the Council
- Working for the Council from another country without written permission.

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