

## Healthwatch Hackney Staff Code of Conduct

This code of conduct shall have effect subject to any statutory provision which may be submitted to this section. It sets out how Healthwatch Hackney's staff are expected to behave to each other and those they come into contact with as representatives of Healthwatch Hackney.

**General note: Respect & Dignity** The organisation aims to provide an environment which is free from discrimination. It is the organisation's expectation that all employees act in such a way to respect each other and the organisation's stakeholders. All individuals should be treated with dignity and respect.

Any breach of this code of conduct shall be dealt with under either the disciplinary or grievance procedures, as appropriate.

### **Healthwatch Staff Members are expected to:**

- Treat others with respect and dignity
- Respect equal opportunities, diversity and cultural differences
- Respect confidentiality
- Act in the best interests of Healthwatch Hackney and in accordance with organisation's policies and procedures
- Be prepared to represent divergent and conflicting views in a balanced manner
- Be a positive ambassador for Healthwatch Hackney
- Share information between each other as widely as possible
- Act in accordance with legal and contractual requirements
- Act in accordance with the agreed policies and procedures of the organisation

General staff performance is the responsibility of line managers

### **Healthwatch Hackney staff are required to:**

- Report punctually for work at the time stated in your terms and conditions
- Keep their Outlook calendar up to date and visible to keep team members informed of your activities

Working hours, including the taking of TOIL, can only be varied with the authority in writing of the line manager

## Respect

Healthwatch Hackney staff are required to respect fellow employees and volunteers as well as be aware of, support and implement HWH' Equal Opportunities Policy.

### Staff must:

- Not denigrate colleagues in the presence of third parties, nor adversely criticise a colleague in the presence of others save in the context of the appropriate procedures.
- Not harass, discriminate against or oppress any group or individual by reference their religion, race, gender, sexuality, disability, age, health, political beliefs, or any other grounds.

Healthwatch Hackney staff should be committed to providing support to residents that do not discriminate on the above grounds. HWH staff will work towards the elimination of health inequalities.

Healthwatch Hackney staff agree to the following:

To not intimidate, threaten or coerce anyone by using physical violence, improper language or other disorderly conduct

Maintain a tidy workplace

Not distribute unauthorised pamphlets and literature

Not gamble on company premises

Follow all reasonable instructions of line managers and senior managers.

Respect both the property of the company and your fellow staff

Not abuse, deface or wilfully damage company property

Limit the use of company phones and computers for personal use

Use work time only for company responsibilities and not for personal projects or activities

**Healthwatch Hackney staff are required to protect personnel and company facilities by:**

- Not smoking within the building

- Understanding and adhering to your obligations under HWH Health and Safety policy

**Healthwatch Hackney staff are required to be:**

- Free from the influence of alcohol or drugs and must not: Not bring alcohol onto company premises or consume alcohol except in the case of organized occasions authorised by HWH
- Truthful and accurate when completing company documents and records including all personnel forms, medical records leave requests and other company forms.

**It is contrary to company rules under all circumstances to falsify time or attendance records**

**Confidentiality**

- Healthwatch Hackney staff should observe confidentiality in respect of any discussions with other individual staff or Board Members about their professional and personal problems and difficulties, except where there is an overriding concern and responsibility for clients or the organisation.

**Staff must NOT:**

- Convey to any person not in the company's employment any document relating to the business of the company except those published for distributions to the general public without the permission or the Executive Director
- Discuss or disclose any matters concerning financial operations to any unauthorised person within the company or to persons outside the company without the permission of the Executive Director.

**In the event of any breach of this code of conduct, appropriate disciplinary action will be undertaken by the Board or management team, in accordance with the Healthwatch Hackney Disciplinary Procedure.**