



## 1 Introduction

RBLI is an established charity with a long history of supporting individuals through the provision of care, welfare advice, housing, employment, employment advice and training. Our charitable aims focus on the needs of those from the ex-Service community and those from the wider community with disabilities and/or health conditions.

We are confident that RBLI staff will operate as ambassadors for our organisation and continue to undertake their daily duties with:

- Integrity
- Honesty
- Openness
- Fairness
- Professionalism
- Commitment
- Passion

The quality provision of services such as ours requires all employees to conduct themselves ethically and professionally. These guidelines are designed to complement policy and contractual details.

## 2 Employee commitment

For their part, all employees of RBLI commit to:

- a) observe their contract of employment in all respects. This includes terms & conditions of employment referred to in their offer letters, any subsequent variations and any local agreement relating to their employment, including hours of work, working patterns, etc.
- b) perform their duties as required or directed by their manager or supervisor.
- c) observe all directives and procedures issued by management, including instructions and policy statements.
- d) take reasonable care for the health, safety and welfare of themselves and others to comply with the Health & Safety at Work Act 1974 and the Company's policy on Health & Safety, and follow any appropriate safety procedures and working methods laid down by the Company, for example, the wearing of approved protective clothing according to the needs of their job.
- e) take responsibility for identifying any areas of risk that they observe and escalate appropriately.



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- f) obtain the prior approval of their supervisor for any foreseeable absence from work; and inform their supervisor as soon as practicable of the reasons and probable duration of any unexpected and unavoidable absence from work.
- g) send to the relevant management all and any medical certificates relating to periods of absence due to sickness absence.
- h) conduct themselves in all respects in a manner consistent with the proper performance of their duties and the maintenance of good working relationships with fellow employees, particularly those individuals with disabilities, and customers.
- i) comply with the provisions of the Equal Opportunities & Dignity at Work policies.
- j) wear appropriate and professional clothing for their role, including uniform or other protective clothing where this has been issued, in order to project and maintain RBLI's positive corporate image, which is the responsibility of all staff.
- k) inform the Human Resources Department via HR.net of any change in personal circumstances (such as name, address, bank details etc).

### 3 Misconduct

Any employee accused of misconduct will be dealt with in accordance with the relevant policy. Details of the process, including information about sanctions and formal warnings that could be applied are available to all employees in the relevant policy documentation or from HR.

Examples of misconduct which could lead to dismissal include:

- a) theft, unauthorised use of, or possession of RBLI's property (including for this purpose computer software and/or data) or of the property of a third party, or that of a fellow employee, customer or client.
- b) a criminal offence with which an employee is charged, or any other legally related incident which, in the opinion of management, renders the employee unsuitable to carry out their duties; or where the penalty imposed by a court of law for any offence makes it impossible or impracticable to continue employment.
- c) conduct likely to bring the company into disrepute.
- d) insulting, indecent or offensive behaviour towards a manager/supervisor, fellow employee or customer, including any kind of discriminatory harassment.
- e) assaulting a fellow employee or assaulting any other person while acting or purporting to act on behalf of RBLI.



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- f) being incapable of work due to the influence of alcohol or drugs (not including medication prescribed by a registered doctor).
- g) any attempt to commit fraud against the Company, including dishonesty in such matters as completing time sheets or expenses forms, or in the use of time recording systems or in the declaration of self certification for sickness absence.
- h) deliberate falsification of documents or information with the intention of misleading the Company, whether or not with the intent to defraud.
- i) deliberate misuse or neglect of or interference with the Company's equipment or property (including motor vehicles and computing equipment, software and/or data), whether or not resulting in damage or injury.
- j) unauthorised disclosure of information or data which the Company considers confidential.
- k) undertaking work which the Company considers detrimental to its interests, reputation or in direct competition with RBLI.
- l) acceptance of gifts or other benefits, except those of a token nature and insignificant value, from those with whom the Company does business, or from any outside organisation or individual hoping to further their interests with the Company.
- m) holding and failing to declare to their manager/supervisor a personal or family interest in matters of official business (including any transaction, contract or appointment) or in any other companies or organisations which might affect or might reasonably be interpreted by the Company as having affected an individual's impartiality of judgement in carrying out their responsibilities to the Company.
- n) wilful failure to comply with safety requirements relevant to the employee's duties and responsibilities, including: conduct likely to result in damage to property or injury to persons; neglect of personal safety; refusal to wear protective equipment or clothing provided by the Company.
- o) wilful failure to comply with the Company's COVID-19 safety requirements relevant to the employee's duties and responsibilities, including but not limited to: conduct which is likely to increase the risk of infection to others; neglect of personal safety and for the safety of others; refusal to wear protective equipment or clothing provided by the Company.
- p) unfair or unlawful discrimination against existing or prospective or past employees or customers which constitutes a breach of current legislation and/or our Equal Opportunities Policy.
- q) any other misconduct judged by the Company to be of a similar gravity to the examples quoted above.



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- r) disclosure of confidential information or defamatory comment made about the Company, its businesses or activities on any third party websites or on-line services such as 'Facebook' or 'Twitter'.

The policies stipulated above do not preclude the Company from taking appropriate action in relation to an employee in accordance with internal procedure other than the disciplinary procedure, for reasons other than those related to misconduct (eg: unsatisfactory/poor performance).

#### 4 Management commitment

For its part, the Management of RBLI commits to:

- a) conduct regular reviews of legislation and best practice relating to policy to sharing this information when changes occur.
- b) ensure that periodic appraisal discussions are held to identify areas of strength and development needs.
- c) conduct regular reviews of salary and other compensation to ensure parity with market and personal performance.
- d) ensure that the working environment for all employees is safe and regularly maintained, and respond positively and promptly to any escalated issues.
- e) be supportive of issues that may concern employees from time to time, whether from a domestic, sickness or other perspective.
- f) communicate with all employees in a timely and appropriate manner in relation to organisational change and other relevant information.

Originator's Signature:

Name: Steve Sherry

Position in Company: Chief Executive