

Employee Responsibilities Policy



Policy

The conduct of employees, either in the manner in which they undertake their individual duties and responsibilities, or the way in which they relate to their colleagues, customers, suppliers, etc. is of critical importance in determining the image, reputation and ultimately the success of the home.

This policy provides all employees with a general overview of how the home views their individual responsibilities at work. Minor breaches of this policy may be dealt with informally, although repeated violations or more serious infringements will be dealt with via the disciplinary policy. In some situations, where major breaches are alleged, legal action may follow.

Procedure

General conduct

All employees are required:

- To conduct themselves at all times in a cordial, respectful and courteous manner. This applies to all relationships at work, and therefore includes all work colleagues, customers, suppliers, complainants, etc.;
- To devote their whole time, attention and abilities to their duties whilst at work;
- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work, and to co-operate with the home, or any other person, in ensuring that requirements or duties imposed by the relevant statutory provisions governing Health and Safety at Work are complied with;
- Not at any time during their employment to engage or become interested in any trade, business or occupation which in any way conflicts with the home's interest and activities;
- Not to make or keep any record of the home's business or finances, or any associated home's business or finances for the use of themselves or any other person except as may be necessary for the proper performance of their duties;
- Not to divulge or disclose to any unauthorised person(s) (person shall include firm or company) or make use of, for their own, or any other person's benefit, either during or after their employment with the home any trade secrets or matters of a confidential nature, including, for example, financial details of the home's performance, associated management/financial accounts, research and development activities, details of contract prices/terms and customers/clients details;
- To inform their manager of any cautions or convictions that arise between their DBS checks (DBS checks must be validated at least every three years);
- Upon the termination of their employment to immediately return any correspondence and other documents, specifications, papers (in electronic or paper form) and property belonging to the home or any other associated home which may have been prepared by them or have come into their possession or control in the course of their employment and shall not retain any copies;
- Within six months after the termination (however arising) of their employment under this contract, whether as principal, servant or agent, not to directly or indirectly solicit, interfere with or endeavour to entice away from the home or transact any business of a

type carried on by the home with any person, firm, corporation or organisation which within the twelve months immediately preceding the termination of their employment shall have been a client of, or in the habit of dealing with the home, or endeavour to prevent any such person, firm, corporation or organisation from continuing so to deal;

- Whether as principal, servant or agent not to directly or indirectly solicit or endeavour to entice away from the home any person who at the time of termination is an employee of the home.

Adherence to Policy

In addition to the examples given above, the home's disciplinary policy also provides further examples of specific conduct which may result in disciplinary action.

Employees are also reminded of the following policies which also, by their nature, infer certain standards of conduct and attitude which must be adhered to:

- Dignity at Work;
- Equal Opportunities;
- Solicitations and Gifts;
- Substance Abuse.

The above list is not exhaustive, and may be amended or added to at any time.

Dress Code and Appearance

The way in which we dress and our general appearance reflects not only our personal image and standards but inevitably reflect also upon the image that people have of the home and of the services we provide.

Extreme styles or fashions that inappropriately call attention to the wearer and detract from a sensible, professional, business-like image are totally undesirable and may result in a reasonable request for moderation.

A. Uniforms

Uniforms, where they are provided, are the responsibility of the employee, who should ensure that they are kept clean and tidy at all times. Where uniforms are made up of separate items (e.g. skirts/blouses/jackets, or trousers/shirts/ties/jackets) the "uniform" is the composite of all items. No individual variations or interpretations are permitted. Failure to meet minimum standards may result in disciplinary action. Uniforms must be returned upon termination of employment.

B. Cosmetics/Jewellery

Employees are required to exercise moderation in the wearing of cosmetics and jewellery.

Children's Homes (England) Regulations 2015 : Regulation 13

Quality Standard : Leadership and Management