

POLICY STATEMENT

The following points outline the standards and expectations of all employees. It establishes professional code of conduct and assists to enhance the public image of the company in the area of operations and service delivery.

POLICY RATIONALE

The rationale for this policy is to ensure that all employees understand what standards of behaviour and professional conduct are expected.

GLOSSARY OF TERMS**CROSS REFERENCES and other RESOURCE MATERIAL**

Prepared by:	Department:	Authorised:	Review Cycle:	Issue Number:
D. Reid	Administration	Directors	Bi-Annual	01-01-2007
				Issue 2

The following points outline the standards and expectations of all employees. It establishes a professional code of conduct and assists to enhance the public image in the area of operations and service delivery.

- Employees are required to display the highest standard of professionalism in all their dealings with clients, employees of the public, all emergency services personnel and others.
- We aim to make every contact with the client an on-going account. Accordingly, every employee is expected to regard quality and customer service as the top priority.
- We expect employees to treat customers and other employees courteously and with respect at all times.
- We expect that employees will strive to achieve improved educational outcomes.
- We expect that our employees will promote the interests of the company at all times and inform relevant personnel of any business opportunities of which they become aware.
- All employees are expected to be familiar with and use all published policies and procedures that may be issued, reviewed and updated from time to time.
- Owing to the nature of work, we expect employees to adopt a reasonable attitude to the scope of their job and to working hours. While we offer the opportunity for developing specialist skills, the expectation is that employees will be flexible in undertaking a variety of assignments.
- We expect that employees will wear appropriate attire and/or uniform at all times.
- We expect that employees will make every effort to attend all relevant meetings.
- Rules of confidentiality are outlined in Policies as well as in Law. Every member, as a condition of their employment is required to adhere to those rules. The basic principle behind this policy is that employees undertake not to disclose or make public any client/patient information without prior approval from the Directors.
- In addition we expect that employees will not use company material for commercial gain outside of the company.
- The Directors have an "open door" policy and all employees are encouraged to approach management to discuss any issues.
- We expect that employees regard trustworthiness to the company as being of paramount importance and employees will make management aware of any potential conflicts of interest that may occur from time to time.
- Our Gift policy requires employees to declare gifts or gratuities that they may receive from clients or other parties such as suppliers. Such gifts, including tickets to events over the value of £10 must be advised to the Directors.

-
- The company adheres to the principles of Equal Employment Opportunity and all managers strive to ensure that all employees and applicants for employment are treated fairly and without prejudice.
 - The company considers any form of harassment an unacceptable form of behaviour and will not tolerate it in the workplace. This includes, but is not limited to: Sexual, Racial, Sectarian, Gender, or Age harassment.
 - All employees are required to comply with Health and Safety policies and to take personal responsibility for the maintenance of a safe and healthy work environment.

Any breach of this Code of Conduct will be regarded seriously by management and may result in disciplinary action being taken.