

Employee Code of Conduct Policy

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1. Purpose

This policy provides a summary of the standards of behaviour and conduct, including 100Fold values and objectives, expected of all employees, both full and part time hours on permanent and fixed term contracts and employees on our Bank.

2. Applicability

This policy is not intended to provide a definitive guide to all policies and procedures relating to conduct or behaviour and employees should ensure that they are familiar with policies on:

- Disciplinary
- Sickness Absence
- Whistleblowing
- Hospitality & Gifts
- Performance Management
- Equal Opportunities
- Data Protection
- Health and Safety
- Harassment and Bullying at Work

Any breaches of the provisions of this policy will be addressed under the relevant 100Fold policies and procedures, including the Disciplinary Policy, as well as professional codes of conduct. Employees must abide by the terms and conditions in their contract of employment, which include the requirement to disclose any additional work they undertake or are planning to undertake for another employer. 100Fold will permit employees to undertake this additional work providing 100Fold is satisfied that this does not conflict with the interests of the organisation, performance of their normal duties or with the requirements of the Working Time Regulations.

Professional Codes

- Nursing and Midwifery Council – [The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates - The Nursing and Midwifery Council \(nmc.org.uk\)](https://www.nmc.org.uk)
- Health Professions Council – [Standards of conduct, performance and ethics | \(hcpc-uk.org\)](https://www.hcpc-uk.org)
- General Medical Council – [Ethical guidance - GMC \(gmc-uk.org\)](https://www.gmc-uk.org)
- General Pharmaceutical Council – [Standards | General Pharmaceutical Council \(pharmacyregulation.org\)](https://www.pharmacyregulation.org)

3. Roles and responsibilities

All 100Fold Line Managers, with responsibility for people management at any level, must comply fully with this, both in it's spirit and its principles of good employment practice. Their conduct as Line Manager implements the "Nolan Principles on Conduct in Public Life". It is also a Line Manager's responsibility to ensure all employees comply with all legal (statutory) requirements, and with mandatory requirements which 100Fold may set locally.

All employees are expected to conduct themselves in line with their responsibilities to the public, their patients and colleagues as detailed in the NHS Constitution ([The NHS Constitution for England - GOV.UK \(www.gov.uk\)](https://www.gov.uk)). Identity badges must be worn and be clearly visible at all times whilst on duty by all employees, including students who are issued badges by their education organisation when working with patients. All employees must comply with health and safety legislation and have a personal responsibility to ensure they complete and maintain all statutory and mandatory training relevant to their role.

100Fold is committed to creating a culture where all individuals are treated with dignity and respect. Any actions which prevent this or are against 100Folds values are unacceptable and can be challenged. 100Fold does not tolerate any acts of discrimination, bullying or harassment and any such acts are treated very

seriously and may lead to dismissal.

4. Performance of Duties

Employees are expected to comply with all procedures and reasonable instructions relating to the performance of their duties. All Employees who are required to be professionally registered to undertake their roles have a personal responsibility to ensure that registration is maintained and up to date at all times and that they adhere to their Professional Codes of Practice.

Employees must also advise their Line Manager of any additional employment they are undertaking. Employees must always ensure that they are fit to attend work and should not present themselves for duty in an unfit state (e.g. through alcohol or drugs) and should remain in a fit state whilst on duty. If an employee has concerns about another employee's fitness to work, they must report this concern, in confidence, to their immediate Line Manager or to HR. There should be no absences from work other than for legitimate or acceptable reasons. All employees are expected to attend for work on time and to work their required hours.

All employees must comply with hygiene and hand washing requirements across all areas of 100Fold. 100Fold employees, volunteers and employees of other organisations (agencies and agency employees, contracted and/or visiting) are not permitted to smoke on 100Fold premises, including any locations they are required to work at, inside and outside of buildings, vehicles, car parks, doorways and entrances where boundaries are clearly marked. If there is a Smoking Shelter(s) at the location they are for use by patients, visitors, employees and volunteers.

Under the Health and Safety at Work Act 1974, all employees have a responsibility to take care for the health, safety and welfare of themselves and others who may come into contact with them, or be affected by them or their work. They must not intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work. They must follow health and safety procedures relevant to their work.

5. Confidentiality of Information

Patients and employees have rights to protection in relation to confidential information and its disclosure. All information concerning patients and employees must be treated as strictly confidential. This includes information in all formats i.e. paper or electronic including email, photographs/videos, audio etc. All person identifiable information is confidential and should only be accessed for reasons that are directly related to the management of the person concerned. Audit trails of access are kept in some systems and employee may be asked to justify their reasons for accessing a record.

100Fold employees must know and understand the requirements of the Data Protection Act 1998, the Freedom of Information Act 2000, the Caldicott Principles and the NHS Code of Practice specifically relating to confidentiality, as they relate to their roles, and the very limited circumstances under which confidential information can be accessed and disclosed. Employee medical records should only be accessed for the direct care of the employee member. Employees should not access their own medical records via IT systems or where paper based.

All employees must ensure that they are only accessing information in the execution of their duties (e.g. it is not acceptable to use 100Fold or NHS systems to look up employees or patients' birthdays or addresses for curiosity). Employees must understand their responsibility to protect any confidential information that they use in their role by ensuring they know and understand 100Fold's Confidentiality Protocol and their legal duty.

6. Honesty

Employees must be honest and truthful in their dealings with 100Fold and with patients, carers and members of the public with whom they come into contact during the course of their work. Dishonesty (for example, providing false details on an application for a post or submitting false claims for payment) is treated as a very serious offence and may be considered as fraud and treated accordingly. Employees must advise 100Fold of any offences and/or investigations which may affect their continued suitability for employment, including those which occur outside the working environment. All employees have a responsibility to notify their Line Manager and/or 100Fold's Director of Operations immediately if they suspect or believe that an incident of fraud, theft or corruption may have occurred.

7. Standards of Business Conduct

As well as complying with this policy, employees must comply with NHS Standards of Business Conduct which cover registration of interests, conflicts of interest, attendance at conferences, purchasing and research. Employee must declare any interests which are personally beneficial to them, either directly or indirectly, which may affect their employment with 100Fold. Employees may not accept gifts which may be, or could be construed to be, rewards or inducements for directing business towards a particular person or organisation. Small gifts of appreciation from patients to employees are not included in this category; however, it is good practice to encourage declaration. If in doubt employees should seek advice from their Line Manager.

All employees must also observe the seven principles for holders of public office set out in the 1995 Nolan Report on Standards for Public Life.

8. Reporting of Complaints and Untoward Incidents

Employees are expected to comply with procedures in 100Fold for managing complaints and for reporting any untoward incidents affecting patients, members of the public or employees or their data, using 100Fold's Whistleblowing Policy or Serious Incident Policy.

9. Use and Care of 100Fold Resources

Employees are required to ensure the safe, secure, efficient and economic use of 100Fold's premises, property and equipment. This includes ensuring general cleanliness, tidiness and maintenance of infection control standards. Also, you require to maintain good security, high standards relating to the careful and appropriate handling/usage of the property, and avoidance of waste (e.g. through over-stocking). No private or personal use of 100Fold property is allowed unless it is fully sanctioned by the Line Manager.

10. Political Campaigning

100Fold must maintain a neutral position and as such employees may not engage in political campaigning or lobbying on 100Fold's or affiliated premises at any time; facilities cannot be used to produce or distribute party leaflets, party political slogans cannot be worn or displayed, and political meetings cannot be held on 100Fold or affiliated premises.

11. Communication with the Media

100Fold has a communications strategy and a proactive approach to the media. All communication with the media involving 100Fold should be channelled through the Director of Operations. Employees who have ideas for positive news stories, that highlight achievements of employees or the business can assist in 100Fold's desire to recognise success and value everyone, should contact 100Fold the HR or the Director of Operations to discuss the best approach.

12. Social Networking Sites

Employees must be aware that should they choose to make use of social media in their social lives and in their professional lives, whilst they may not be acting on behalf of 100Fold, they can damage the image of the company if they are recognised as being a 100Fold employee. Which could bring the company into

disrepute. Please refer to the Social Media Policy for more information.

13. Right to work

All employees and workers must have the right to work legally in the UK. Individuals with limited leave to remain in the UK will be subject to regular checks by HR.

14. Conduct and Personal Presentation

All 100Fold employees must remember that they are ambassadors for 100Fold at all times and must conduct themselves in an appropriate manner and not bring 100Fold into disrepute. Employees must present a professional and efficient image by maintaining high standards of dress, tidiness, personal hygiene and be mindful of the prevention and management of infection control also to demonstrate very high standards of customer care at all times. Employees are expected to deal politely, professionally, humanely, courteously and respectfully with patients, carers, members of the public and other employees at all times, respecting everyone, and their human rights.

They should demonstrate sincere interest, care and concern when dealing with enquiries, whether over the telephone or in person and take personal responsibility for dealing with any issues which may arise and should not blame other individuals or departments. Verbal aggression, abuse or threatening language / behaviours towards anyone are not acceptable. Employees should be mindful of all of the above, especially when identifiable as a 100Fold employee, both on or off our premises and when on social media sites.

15. Data Protection

100FOLD will treat personal data collected during this process in accordance with its data protection policy or policy on processing special categories of personal data. Information about how an employee's data is used and the basis for processing their data is provided in 100Fold's employee privacy notice.

16. Review

This procedure will be reviewed to respond to any changes in the employment legislation, and at least every three years.

Appendix 1 – Behaviours to Support 100Fold Aims

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can-do attitude in everything we do
- This means that everyone’s view counts and where tough decisions are necessary, we’ll take them together, for the good of patients and our services.

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do
- This means that we will change the things we need to be bold and encourage efficiency and innovation in order to make our facilities and service better.

Recognising Success

- We say thank you and recognise everyone’s contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us be the best we can
- This means that we will be ambitious and strive to be the best. To then be known as the best for the good of our patients and each other.

Working Together

- We work together to achieve what is best for patients and practices we support
- We support each other across the organisation
- We listen to everyone
- We work in partnership inside and outside our organisation
- This means we will need to work differently and collaborate with others to ensure a healthy future for our NHS

Expected Behaviours	Behaviours we do not expect to see
Communicates openly, honestly and listens to others	Does not know or care about how they come across to others
Keep work area clean and pick up litter when you see it	Criticising colleagues/disagreeing with them in front of patients, visitors and other staff
Treat everyone in a friendly, courteous manner, smile and make eye contact	Any act of discrimination
Ensure patient confidentiality at all times by keeping information safe and secure	Sharing personal beliefs and opinions with patients
Learn from mistakes and ask for support where necessary	Wearing inappropriate dress/or having an unprofessional appearance
Provide consistently high standards of care and service at all times	Rude or insensitive behaviour
Ensure appearance is professional and ID badge is visible	Ill treatment or bullying of patients or colleagues

Actively seek better ways of working to achieve improvements	Dishonest
Uphold 100Fold values and be proud to work here	Continually moans to others without making any attempt to change things
Respond promptly to telephones calls and other requests for help	Appears unapproachable, moody or bad tempered
Follow the procedures for Hand Hygiene	Blames others and makes excuses
Has pride and strives to do their best	Being unsupportive of change/or new ideas for improvement
Take responsibility and assist anyone who appears lost	Not keeping confidentiality
Seeks out ways to learn and develop	Bringing 100Fold into disrepute
Respects the wishes and preferences of patients	
Positive and enthusiastic	
Adopts a flexible and willing approach	

This list is including the key areas and is not exhaustive list of this behaviours that 100Fold expects from employees.

Appendix 2 - Nolan Report on Standards for Public Life (1995)

All staff must also observe the seven principles for holders of public office set out in the 1995 Nolan Report on Standards for Public Life:

- Selflessness – Take decisions solely in the public interest and do not to gain material benefits for oneself, family or friends.
- Integrity – Do not place oneself under financial obligation to others which might influence the performance of one’s duties.
- Objectivity – Make choices solely on merit when awarding contracts, making appointments, or recommending individuals for rewards.
- Accountability - Be responsible for all one’s decisions and actions and submit oneself to whatever scrutiny is appropriate to your role.
- Openness – All decisions and actions should be as open as possible and reasons for them should normally be given.
- Honesty – Declare all private interests which relate to one’s public duties and resolve any conflicts in ways which protect the public interest.
- Leadership – Promote and support these principles by leadership.