

Loreburn Group
Code of Conduct



Creating Great Places to Live

Policy	Code of Conduct									
Version Reference	1									
Approved by	MC			LET				MT		
Date of Approval	2019									
Review Period	Every 3 Years or as legislation or substantive changes occur									
Review Due	2022									
Policy Champion	Head of People & Culture									
Who this policy affects	Staff	<input checked="" type="checkbox"/>	Customers	<input type="checkbox"/>	Contractors	<input type="checkbox"/>	Members of the Public	<input type="checkbox"/>		
Where this policy affects	General needs	<input type="checkbox"/>	Sheltered	<input type="checkbox"/>	Supported	<input type="checkbox"/>	Offices/staff base	<input type="checkbox"/>		

CODE OF CONDUCT

1. Purpose of this Policy

The Code of Conduct applies to all employees.

2. General Principles

Loreburn aims to provide the highest standards of service, promoting good practice and being publicly accountable. In pursuit of this, all Loreburn employees must agree to:

- Abide by all relevant laws and regulations.
- Be honest, fair and trustworthy in all the Loreburn's activities.
- Aim for excellence and produce high quality work, the standard for which will be set by Loreburn.
- Take personal responsibility for helping to achieve Loreburn's objectives.
- Uphold the principles of the Equality & Diversity Policy and treat all people fairly with dignity and respect, and not to use or circulate offensive language or materials.
- Act in a responsible and safe manner, and in accordance with Loreburn's Health & Safety Policy and procedures.
- Adhere to the Information Sharing Policy and Data Protection Policy and Confidentiality Terms & Conditions in relation to all Loreburn business, tenants, clients, other service users and employees.
- Avoid situations where conflicts of interest may arise, following the provisions of the Entitlements, Payments & Benefits Policy.
- Behave in a professional, courteous and co-operative manner towards employees, tenants, clients and others with whom they may have contact in the course of their duties.
- Observe and comply with Loreburn's policies and procedures and reasonable instructions given by senior employees.
- Maintain a high standard of attendance and timekeeping, observing the provisions of the Attendance Management Policy and procedures.
- Attend work in an appropriate and capable condition, free from the influence of alcohol or drugs or 'legal highs'.
- Maintain appropriate standards of dress, appearance and hygiene.
- Use Internet and e-mail services appropriately, and in a responsible and lawful manner in line with the Use of ICT Policy.
- Contribute to the overall efficiency of Loreburn and its wider sustainability aims by conserving resources, recycling materials and minimising travel and expenses wherever possible.

Please refer to section the Discipline Policy in relation to the actions which may be taken should an employee fail to meet the standards set out above.

3. Responsibilities Chart

The below chart illustrates the responsibilities of all staff pertaining to this policy:

Responsibilities	Man. Comm.	CEO	LET	Managers	Assistant Managers	All Employees
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	X					
Approve Policy						
Lead by example in application of Policy	X	X	X	X	X	
Take proactive steps to resolve issues	X	X	X	X	X	X
take ownership of health and wellbeing						X

4. Policy Review

The Policy Champion is the Head of People & Culture

This policy will be reviewed by the Policy Champion every 3 years or sooner as required due to legislative or regulatory change.

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

Lone Working	No
Safety and/or wellbeing of customers	No
Safety and/or wellbeing of employees	No
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Equality, Diversity & Inclusion Assessment

Does this policy have the potential to affect:

Staff's rights to equal opportunities	Yes
Tenants' / Customer's rights to equal opportunities	Yes
Tenants' / Customer's ability to access to homes and/or services	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Agile Working Assessment

Agile working requirements have been considered and addressed in the preparation of this policy:	Yes
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