

 Kingston GP Chambers Kingston Training Hub Clinical Services Practice Support Services Kingston Education Centre	Staff conduct and behaviours policy		Reviewed	October 2024
			Revised	
	Adopted	March 2021	Next review	October 2026

Staff conduct and behaviours policy

KGPC has established and published Corporate Values, and it is expected that all staff work to these Values by conducting themselves in a way that reflects KGPC's required Staff Behaviours. These Values and Behaviours are shown below:

Commitment to Quality and Safety	I will: - Be professional and carry-out my role to the best of my ability - Put safety first
Respect, Dignity and Compassion	I will: - Value and appreciate the contribution of others - Respect the differences of others and treat everyone fairly
Responsive to Need	I will: - Be flexible and adaptable in my approach to my role - Be a team player
Openness and Accountability	I will: - Take personal responsibility - Have the courage to speak up and make my voice heard - Act as a role model for patients and colleagues
Continuous Learning and Improvement	I will: - Welcome opportunities to learn and develop - Reflect on my performance and identify ways to improve

Purpose

The purpose of this policy is to ensure that all staff are aware of KGPC's expectations in respect of the values and behaviours it expects all staff to adhere to. It also sets out examples of specific behaviours which will be deemed unacceptable; however, it should be noted that this is not an exhaustive list.

Failure to adhere to expected behaviours

Any staff member who is found to have conducted themselves in a way which does not reflect the expected behaviours may be subject to disciplinary action, in line with the Disciplinary Policy.

Responsibilities

All staff are responsible for ensuring that they behave in a way that reflects KGPC's Values and Behaviours in the course of carrying-out their role. In addition, whether at work or outside of working times, staff must not behave in a way that could result in KGPC being brought into disrepute or in any way result in embarrassment to, or distrust of the organisation.

All staff are responsible for reporting any incidents whereby they become aware of colleagues behaving in a way that is inconsistent with KGPC's Values. This includes instances where the person behaving in such a way is senior to them. Where appropriate and where the staff member is comfortable doing so, these reports should be made to the manager of the individual in question. Where this is considered inappropriate or where the staff member feels uncomfortable, they should approach the Recruitment and Retention Manager for advice. Staff can also report concerns under the Whistleblowing Policy.

Managers are responsible for ensuring that they set a good example to their staff by their own behaviour.

Managers must ensure that all staff are aware of the Values and Behaviours, and that they are clear about how these translate into the day-to-day roles of their staff. This will be done formally via processes such as Recruitment and Appraisal, but should also be reinforced informally in the course of meetings, discussions and as part of the decision-making process when making business decisions.

Managers are responsible for challenging behaviour that is inconsistent with expectations, and following formal disciplinary procedures where appropriate.

The Chief Operating Officer is responsible for ensuring that business and operational decisions are made in line with the Values.

The Recruitment and Retention Manager is responsible for ensuring that any issues relating to unacceptable behaviour are addressed via the appropriate procedure. They also take responsibility for escalating concerns raised by staff.

Specific examples of unacceptable behaviours

Bribery and Corruption

KGPC is committed to applying the highest standards of ethical conduct and integrity in its business activities and does not tolerate any form of bribery, whether direct or indirect, by, or of, its employees, contractors or any person or companies acting for it or on its behalf.

A bribe is defined as "a financial or other advantage offered, promised or given to persuade a person to perform a relevant function or activity improperly or to reward

him or her for doing so.” A bribe takes place even where the advantage offered is to be provided to a third party.

Employees and others acting for or on behalf of KGPC are strictly prohibited from making, soliciting or receiving any bribes or unauthorised payments.

As part of its anti-bribery measures, KGPC requires all staff to declare gifts and interests in line with its Conflict of Interest Policy.

A breach of KGPC’s anti-bribery policy by an employee will be treated as grounds for disciplinary action, which may result in a finding of gross misconduct, and immediate dismissal.

Any employee or person acting on behalf of KGPC must report, in writing, any concerns, suspicions or evidence of bribery to the Chief Operating Officer (or to the Board Chair in cases where the concerns relate to the Chief Operating Officer immediately).

Bullying and Harassment

KGPC will not condone any form of bullying, harassment or intimidation.

Bullying can be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

Some examples of bullying behaviour are included below (this is not an exhaustive list):

- Spreading malicious rumours, or insulting someone by word or behaviour
- Ridiculing or demeaning someone – picking on them or setting them up to fail
- Exclusion or victimisation
- Unfair treatment
- Overbearing supervision or other misuse of power or position
- Unwelcome sexual advances – touching, standing too close, display of offensive materials, asking for sexual favours, making decisions on the basis of sexual advances being accepted or rejected
- Making threats or comments about job security without foundation
- Deliberately undermining a competent worker by overloading and constant criticism
- Preventing individuals progressing by intentionally blocking promotion or training opportunities.

Harassment is defined as illegal behaviour towards another person that causes mental or emotional suffering, which includes repeated unwanted contact without a reasonable purpose, insults, threats, touching or offensive language.

All behaviour which would constitute bullying or harassment is completely at odds with KGPC's Values and the Behaviours expected of staff. Claims of bullying or harassment will be investigated in line with the Bullying and Harassment policy and any consequent disciplinary action will be handled in line with the Disciplinary policy.

Fraternisation

Whilst you are encouraged to be friendly towards our clients/customers it is important that employees do not cross the professional boundaries. Employees should maintain professionalism at all times and under no circumstances should become overfamiliar or fraternise with clients/customers in a way that may be seen to disrupt the operations or reputation of the business.

Employees who are found to have acted unprofessionally or inappropriately may be liable for disciplinary action in line with Company procedures.

Drug and Alcohol use

Employees who have alcohol or drug related problems will be regarded for employment purposes as suffering from an illness and will be encouraged to seek help and treatment voluntarily. Sickness absence arising from the treatment of an alcohol or drug related problem will be dealt with in line with the Sickness Absence policy. However, the use of KGPC's disciplinary procedure is not precluded where an employee, while under the influence of alcohol or other substances, behaves in a manner contrary to the standards of safety and behaviour required.

Employees have a responsibility to ensure they are fit for work, and their capability to perform their duties should be unimpaired by the misuse of alcohol or drugs. Employees should be aware that misuse outside work might affect their capability at work.

The misuse of alcohol or drugs by employees in the course of their duties is unacceptable.

Possession of alcohol on work premises in circumstances which may reasonably be regarded as giving rise to misuse is not acceptable and may lead to disciplinary action following investigation.

Possession of illegal drugs on work premises will in all cases be considered unacceptable and may lead to disciplinary action following investigation.

Smoking

In accordance with the Health Act 2006, the Company does not permit smoking in the workplace, either on Company premises or in Company cars. The Company promotes a working environment which is smoke-free, pleasant and healthy. This prohibition extends to the use of e-cigarettes or similar devices.

Internet use (including email and social media)

As laid out in KGPC's IT and Data Security policy and in the Social Media policy, occasional use of the internet for personal reasons is permitted, provided it does not interfere with an employee's work. However, employees are not permitted, at any time, to use KGPC's IT equipment to view material which is illegal, offensive, discriminatory, in bad taste or immoral.

Employees must not use social media platforms to partake in behaviour which could in any way cause embarrassment to KGPC or bring KGPC's name into disrepute. This includes the accessing of these platforms using either KGPC's IT equipment and internet connection, or personal equipment and internet connection.