



Staff Conduct Policy

01/08/2008 rev16/06/09

These guidelines clarify the conduct that CuCo expects from its staff. Staff members should consult with management if they are in any way uncertain as to how this policy relates to their working practice.

CuCo expects its staff to act co-operatively with other employees, be professional in all areas of work ensuring colleagues are treated fairly, politely and without discrimination and to undertake their duties to a high standard at all times.

- It is a disciplinary offence to bring CuCo into disrepute either during or outside of working hours
- Harassment and bullying of staff members or clients is completely unacceptable and will result in disciplinary action if proven.
- You are expected to conduct yourself in a professional and courteous manner at all times when dealing with any external companies who have contact with CuCo.
- You must not enter into personal financial transactions with companies/people who approach CuCo for a service.
- You must not receive any form of personal or financial gain in connection with your employment at CuCo (other than your salary). You may accept a small (non-monetary) gift from a client only if it would be impolite to refuse and only if management has approved.
- You must endeavour to promote and protect the interests of all clients, irrespective of gender, age, race, disability, sexuality, culture or religious beliefs.
- You must not discriminate against any CuCo employee on grounds of gender, age, race, disability, sexuality, culture or religious beliefs.
- You are expected to act in a friendly manner towards clients, but to maintain appropriate professional boundaries within the relationship at all times.
- You must treat information about clients as confidential and must not discuss such matters outside of work.
- You must not be in possession of nor consume alcohol or prohibited drugs while at work. The only exception is where management expressly agrees in advance that alcohol may be consumed in moderation.
- You must not commence duty under the influence of alcohol or prohibited drugs.
- Refusal to carry out duties or reasonable instructions or management requests may result in disciplinary action.
- Urgent personal phone calls which cannot be dealt with outside of normal working hours or during lunch may be received or made on CuCo's landlines or mobile phones. Inappropriate use of CuCo's landlines or mobile phones to make routine personal calls may result in disciplinary action.

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