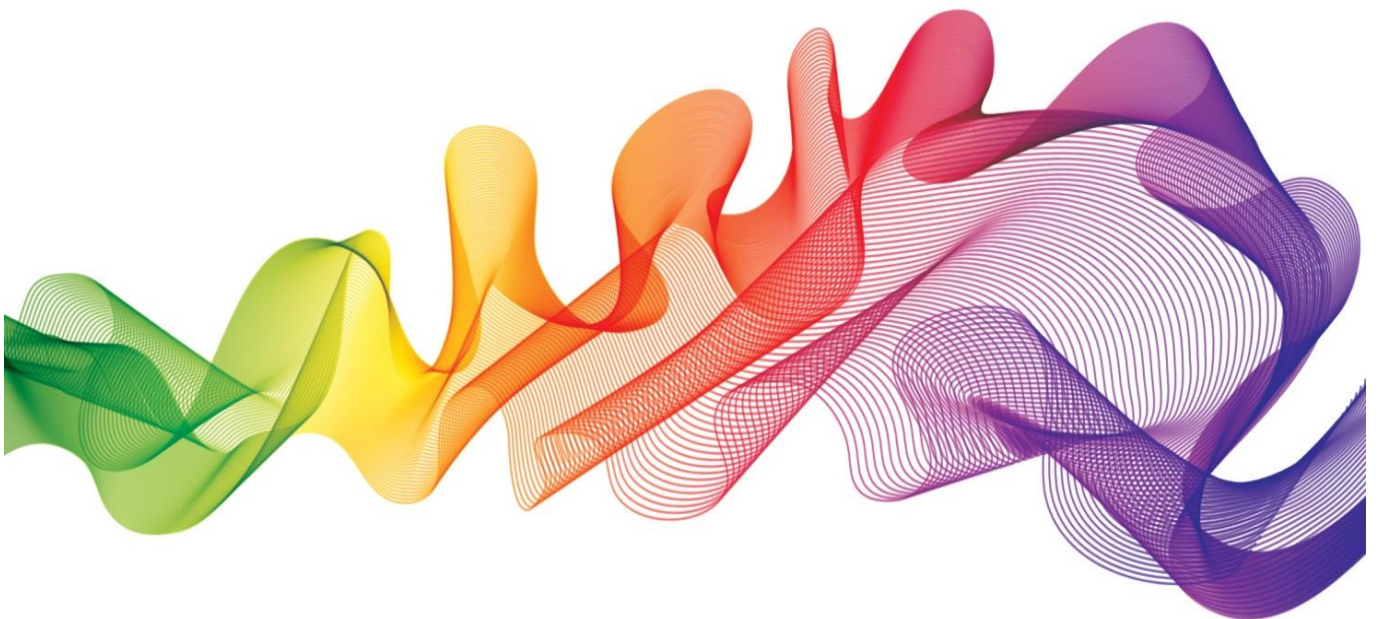


# Code of Conduct Policy



## Contents

	Page
Aim	2
Scope	2
Statement	2
Law, Mission, Policies & Procedures	2
Confidentiality	2
Professional Behaviour	2
Protecting The Technical Training Group's Reputation	3
Speaking to the Media	4
Employees not Authorised	4
Person to Person	4
Working with Learners	5
Working with Colleagues	5
Employee Dissatisfaction	5
TTE Property	5
Board Meetings	5
TTE Directors	5
Conflict of Interest	6
Acceptance of Gifts	6

## **Aim**

The purpose of this policy is to provide a clear set of principles to guide employees and learners in how they are expected to conduct themselves in their day to day employment and training.

## **Scope**

This policy applies to all employees/agency staff and learners. Any breach of this code of conduct shall be dealt with under both the disciplinary or grievance policies and procedures.

All employees and learners should act in accordance with the agreed TTE employee and learner handbooks, policies and procedures.

## **Statement**

All TTE employees and learners will abide by the values of The TTE Technical Training Group (TTE): selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

## **Law, Mission, Policies and Procedures**

Furthermore, all TTE employees and learners

- Under any contract of employment or training agreement with TTE will not break the law or go against its charity regulations in any aspect of their roles;
- Will support the mission and consider themselves champions;
- Will abide by organisational policies and procedures;
- Will wear their TTE ID at all times so that it is visible to others.

## **Confidentiality**

Employees are expected at all times to observe the following professional obligations:

- To preserve the confidentiality of information relating to TTE staff, learners, finances, marketing and strategic planning, together with any further information rightly to be judged the property of TTE;
- To preserve the same degree of confidentiality for twelve months after leaving TTE's employment;
- All employees and learners should observe confidentiality in respect of any discussions with other employees or learners about their professional and personal problems or difficulties, except where there is an overriding concern and responsibility for clients or the organisation.

## **Professional Behaviour**

All staff should:

- Demonstrate good time management and personal organisation;
- Act in accordance with TTE policy and procedures.

In addition, all Directors and Managers should:

- Demonstrate an understanding of the abilities, aptitudes, circumstances and roles of the staff they line-manage;

- Manage collective decisions effectively even when they hold private reservations;
- Enable the team they lead to understand the wider organisation context;
- Delegate effectively and supportively;
- Be visible, accessible and approachable;
- Coach and mentor staff effectively where appropriate;
- Create the conditions in which the team(s) they lead can perform to the best of their ability;
- Respond to poor behaviour and performance;
- Always take time to give staff the 'big picture' – in essence the fundamental whys and wherefores for doing something, all that is involved and the timescales;
- Involve all staff who is affected by a plan early enough for their views to shape it;
- Be as clear as possible when planning, defining who will do what, by when.

We should all feel trusted and supported

All staff should:

- In all their interactions with colleagues, assume the best of them;
- Seek support when they need it and offer it when appropriate;
- Communicate with due consideration to time, place and manner;
- Work collaboratively with all members of the organisation;
- Thank or praise colleagues when appropriate;
- Be discreet whenever information needs to be treated confidentially;
- Reflect on own practice and that of TTE;
- Propose and welcome new ideas and constructive criticism.

### **Protecting The Technical Training Group's Reputation**

All TTE employees and learners

- When speaking as a private citizen will strive to uphold the reputation of the organisation and those who work in it;
- Will respect organisational, board and individual confidentiality;
- Will take an active interest in the organisation's public image, noting news articles, books, television programmes and the like about the organisation, about similar organisations or about important issues for the organisation;
- When speaking of TTE, individual's comments will reflect current organisational policy even when these do not agree with the individual's personal views;
- Take care over the use of TTE headed notepaper and the TTE logo, whether for staff use or the use of learners under supervision;
- Ensure that written communications conforms to the TTE preferred layout and ensure that written communication is checked and authorised;
- Staff standard of appearance - dress appropriately when acting in a professional capacity and with due regards for the conclusions others may draw from their attire.

## Speaking to the Media

Only those individuals authorised to make statements, or be interviewed by the media may do so; and

- Will make every effort to inform the Group Managing Director and /or Board Chairperson before they speak to the media;
- Should a situation arise where prior consent has not been obtained, the individual(s) will inform the Group Managing Director and/or Board Chairperson immediately the statement/comment has been issued to the media.

## Employees Not Authorised

Anyone taking a call from a journalist must ensure NO information is given but politely state that:

**“I am unable to give any information to you, but I can give you the contact details of our PR Company. Before I do, can I take some details?”**

The *date and time* of the call must be noted. Please then ascertain the following:

- *Name of journalist;*
- *Name of publication/media outlet;*
- *Contact number.*

When this information has been obtained, call TTE’s public relations company Recognition PR on (01325) 363436 and pass on the details, also e-mail information to the executive directors.

## Person to Person

All TTE employees and learners:

- Will not break the law, go against the TTE charity regulations or act in disregard of organisational policies and procedures in relationships with TTE’s non-executive directors, Directors, Managers, staff, stakeholders, contractors or learners or anyone they come into contact within their TTE role;
- Will strive to establish respectful, co-operative and friendly relationships with all contacts within their TTE role;
- Should not denigrate colleagues in the presence of third parties, nor adversely criticise a colleague in the presence of others save in the context of the appropriate procedures.

## Working with Learners

TTE expects that all staff will:

- Ensure that relationships with learners are never of a kind that could compromise their professional responsibilities;
- Promote TTE standards of learner behaviour.

## Working with Colleagues

- Staff must attend meetings and other commitments on time and meet other deadlines on which their colleagues depend.

## Employee Dissatisfaction

- If an employee experiences any concern or dissatisfaction regarding a colleague's work or standards of work, the employer should make use of TTE's Grievance Policy;
- In cases of harassment or where the employee has a reason to believe that they may be at personal risk they should refer to TTE's Equality and Diversity Policy.

## TTE Property

In order to preserve the quality of TTE's environment and physical resources, employees and learners must ensure that:

- TTE's premises and property which they use and/or responsible for, are looked after;
- Energy is conserved wherever possible;
- The security of TTE property is maintained as well as possible and not put at risk;
- The security of TTE is assisted by directing to Reception anyone who they think might be a stranger on site;
- Will use organisational resources responsibly, when authorised, in accordance with procedure;
- Be willing to modify their professional behaviour based on an understanding of how their colleagues perceive them.

## Board Meetings

### TTE Directors

- Will strive to embody the principles of leadership in all their actions and live up to the trust placed in them by TTE;
- Will abide by board governance practices;
- Will strive to attend all board meetings, giving apologies ahead of time to the Chair if unable to attend;
- Will study the agenda, board reports and any other information sent in good time prior to the meeting and be prepared to debate and vote on agenda items during the meeting;
- Will respect the authority of the Chair and their role as meeting leader;
- Will engage in debate and voting in meetings according to procedure, maintaining a respectful attitude towards the opinions of others whilst making their voice heard;
- Will accept a majority board vote on an issue as decisive and final;
- Maintain confidentiality about what goes on in the boardroom unless authorised by the Chair or board to speak of it.

## Conflict of Interest

The definition of conflict of interest includes any bias or the appearance of bias in a decision-making process that would reflect a dual role played by a member of the organisation, eg a person who is an employee and a Board member, or a person who is an employee and who hires family members.

## Employee Responsibilities

It is in the interest of the organisation, individual staff and board members to strengthen trust and confidence in each other, to expedite resolution of problems, to mitigate the effect and to minimise organisational and individual stress that can be caused by a conflict of interest.

Employees are to avoid any conflict of interest, even the appearance of a conflict of interest as this can cause embarrassment to the organisation and jeopardise the creditability of the organisation.

- Declare any circumstances that might be viewed by others as a conflict of interest, as soon as it arises eg any interest regarding the appointment of staff, selection of learners or contracts with which they may be involved on TTE's behalf;
- Always strive to act in the best interests of the organisation;
- Maintain independence and objectivity with clients, the community and organisation;
- Maintain a sense of fairness, civility, ethics and personal integrity even though law, regulation or custom does not require them.

### Acceptance of Gifts

TTE Employees

Employees, members of employee's immediate family and members of the board are prohibited from accepting gifts, money or gratuities from the following:

- Persons receiving benefits or services from the organisation;
- Any person or organisation performing or seeking to perform services under contract with the organisation; and
- Persons who are otherwise in a position to benefit from the actions of any employee of the organisation.

Reference:

- Equality and Diversity Policy
- Grievance Policy
- Disciplinary Policy and Quality Procedure
- Public Interest Disclosure
- Information, Communication Technology Policy
- Safeguarding Policy
- Employee Handbook
- Learner Handbook
- Risk Management Procedure
  - Risk Assessment – Overseas Travel
  - Guidance Notes for Risk Assessment – Overseas Travel



**Steve Grant**  
Group Managing Director  
November 2017

