

9.0 – Code of Conduct

Copies of all Elizabeth Finn Homes Limited (EFHL) HR Policies can be found on the EFHL Intranet. All EFHL employees are subject to EFHL HR Policies. EFHL HR Policies are non-contractual, are reviewed regularly and may be subject to change. All queries on the application or interpretation of this policy should be raised with the Head of Department or HR.

Elizabeth Finn Homes Limited is proud of its long history and exceptional service and will seek to protect our good reputation at all times. All employees therefore are required to abide by certain standards of behaviour and conduct and have a duty not to bring the company into disrepute through their words or actions.

Conduct On Duty

All employees are responsible for the delivery of Exceptional Individual Care for all our residents at all times and in accordance with our Values.

It is the responsibility of every employee at all levels to conduct themselves in a professional, polite and courteous manner at all times when on duty or representing Elizabeth Finn Homes Limited (EFHL). Employees must always comply with the legal and regulatory framework in which the Company operates.

It is the responsibility of each Head of Department to enable those under their supervision to understand the requirements of their jobs and the standards of behaviour and performance necessary to fully carry out their role.

EFHL endeavours to ensure that:

- EFHL maintains its good name for courteous and empathetic treatment of residents, their families, and members of the public.
- all employees enjoy a harmonious and threat free working environment.
- all employees are aware of the requirements of their job and the standard of performance required and will be provided with such instruction, training and supervision as is considered necessary to achieve this.
- we welcome the contribution and experience that individuals can bring to the organisation.
- all employees will be treated in a fair and reasonable manner.

The following are examples of required conduct. ***Note these rules are not exhaustive. Read all relevant policies for further information.***

Attendance

- Employees must be prepared to work where they are requested to work at the requested time.
- Permission must be sought from the Head of Department or Line Manager if absence from work is required.
- Annual Leave must be requested in writing using the correct procedure.

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- Prolonged periods of absence must be requested in writing.
 - EFHL reserves the right to request medical reports on employees at any time.

Performance

- Employees must take responsibility for their actions and decisions.
- Employees must maintain the required standards of work in quality and output.
- Employees must carry out any reasonable and proper instructions given by their Head of Department or person in charge.
- Employees must perform their duties in accordance with relevant Codes of Practice issued by Care Quality Commission, the Nursing & Midwifery Council or any other body relevant to their profession.
- Employees must familiarise themselves with and abide by all company policies.
- Employees are expected to keep themselves up to date with practice changes within their professions.

Behaviour

- All employees have a responsibility to contribute to a harmonious working environment.
- Employees must not falsify or deliberately omit information from EFHL documents, files or systems.
- Employees must comply with Company policies on confidentiality at all times.
- Company IT systems and privileges may only be used as set out in the IT policy.
- Employees must not undertake any form of personal business on company premises or through company systems.
- Slander, defamation or verbal abuse will not be tolerated.
- Assault, fighting, disorderly conduct, inappropriate behaviour, bullying or sexual harassment, victimisation or other discriminatory behaviour will not be tolerated.
- Smoking/vaping in unauthorised areas is forbidden.
- Employees are responsible for their own and others Health & Safety.

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Conduct Off Duty

Employees remain individually liable for their words and actions where they relate to or identify their workplace or colleagues when they are off duty eg. socialising with colleagues, social media activity etc.

Employees should be aware that bringing EFHL into disrepute in the public domain is a disciplinary offence.

The following are examples of the required conduct when off duty. ***Note these rules are not exhaustive.***

- All employees are required to uphold the good name and reputation of EFHL when not at work.
- The use of social media platforms or other media to bring the organisation or any of its employees into disrepute will not be tolerated.
- Bullying, harassment or any other discriminatory or offensive behaviour either directly or through other means is unlawful and will not be tolerated.
- Defrauding the Company by words, actions or omission will not be tolerated and is a disciplinary offence.
- Relationships between employees and residents or contractors should remain professional and transparent at all times. Conflicts of interest should be avoided or declared to your manager.

I have read and understood the contents of this Code of Conduct

Name:.....

Signature:.....

Date:.....