

Code of Conduct

What is expected of
National Savings and Investments'
employees

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1. PURPOSE

To provide a framework which details the standards of behaviour which must be followed by all staff without exception. It is not an exhaustive list, but is aimed at providing a substantial number of rules which will set the standard of behaviour required by National Savings and Investments' (NS&I) employees.

There is a requirement under the Civil Service Management Code (CSMC) for the Agency to include as part of the terms and conditions of service for our staff, the Civil Service Code which is reproduced as Annex A to this policy.

The Agency is also responsible for defining the standards of conduct it requires of our staff, and for ensuring that they fully reflect the Civil Service Code and the principles of Conduct and Propriety as outlined in the CSMC. The standards of behaviour for all NS&I staff are set out in the following paragraphs.

2. SCOPE

All established and temporary employees who work under a contract of service and all associated persons such as contractors, consultants and others employed under a contract for service. The rules contained in this document apply whilst these persons are on site and off site and whilst representing NS&I during or outside working hours. They do not normally apply at other times.

Certain rules also apply to visitors and all other persons involved with working for or on behalf of NS&I, where this applies separate guidelines will be given.

3. STANDARDS OF BEHAVIOUR

The rules contained within this document are designed to promote fairness, consistency and order within NS&I. The manner in which they are applied can only be determined by reference to the Disciplinary Procedures.

This framework does not cover every situation which may arise, instead it is intended to provide a number of important examples which reflect the standards of behaviour required by NS&I employees. It is therefore important that individuals read and understand them in order to appreciate the general standard of conduct which is required. **If you have any doubt, or are unsure about anything contained in this Code you should ask for clarification during your induction training or from your immediate manager.** NS&I will take all reasonable steps to ensure that all individuals referred to in paragraph 2 above are made aware of the contents of this Code.

If an individual takes any action which is not consistent with the standards of behaviour reflected in this document, NS&I has the responsibility to act to correct the matter. In every case the findings from an investigation and/or disciplinary hearing will be subject to the procedure contained within the Disciplinary Procedure, and any decision will take into account all the available evidence and any mitigating circumstances. The following are examples of the required standards of behaviour:

All employees and other associated persons must :

1. before commencement of employment have read and understood the Statement of Terms and Conditions of Employment or Employment Contract as appropriate and are familiar with the contents of the Code of Conduct and Business Rules documents;
2. report any infringement of the rules contained in the Code of Conduct document to your manager at the earliest opportunity;
3. comply with the standard hours of work or those specifically applicable to you, and not be absent without permission;
4. ensure that your area of work is kept clean and tidy;
5. report any loss or damage to personal or NS&I property to your manager;
6. always be courteous towards customers and other colleagues;
7. report any injury or accident occurring at work to your manager;
8. seek permission for annual holiday dates and time off from your manager
9. notify Human Resources of any changes in address/next of kin or other personal details at the earliest opportunity
10. be aware of all NS&I health & safety and security notices and their meaning, seeking clarification if necessary;
11. comply with all health and safety rules in force and co-operate with Facilities Management to ensure the safety and security of NS&I other employees, premises and property;
12. abide by any special arrangements and agreements which are particular to NS&I in general and your area of work in particular,
13. provide the necessary notification and return to work provisions contained within the Maternity Policy;
14. comply with the requirements of the Use of E-mail, Internet and Intranet Policy;
15. comply with the requirements of the Data Protection Act and Policy;
16. maintain absolute confidentiality regarding NS&I information, records or data collected and used in the course of your job, except where you have concerns that you are being asked to act in contravention of the Civil Service Code. Such concerns should be reported in accordance with the procedure under paragraph 8 of the Business Rules document.
17. inform your immediate manager when you are unable to come to work in accordance with the Absence Reporting procedure and not be absent without permission;
18. where appropriate, sign in/out at the beginning/end of your working day, and when leaving/returning from your lunch break;

19. follow all reasonable instructions given by your manager and/or those responsible for the area of work and any other instructions that apply to you;
20. return all property belonging to NS&I on or before the last date of your employment.

All employees and other associated persons must not:

21. commit or attempt to commit any act which may endanger persons or property or which breaches any safety rule, NS&I policy or legislation;
22. use or attempt to use NS&I property, or any other property on Agency premises, for any other purpose other than that for which it was intended and for which you have authorisation;
23. remove or attempt to remove any article or articles which are NS&I property, or any individual's property kept on NS&I premises, without authorisation from your manager;
24. alter, erase or deface any personal time record document or attempt to sign another individual in or out of work ;
25. discriminate unfairly between individuals or job applicants on the grounds of their race, creed, colour, nationality, ethnic origins, age, religion, political affiliation, gender, gender reassignment, sexual orientation, marital status, family connections, membership or non membership of a trade union or, disability;
26. engage in any form of physical or verbal abuse, cause offence to colleagues or customers and suppliers of NS&I, threatening behaviour or harassment on NS&I premises;
27. falsify records, expenses or defraud or attempt to defraud NS&I in any manner;
28. accepts gifts or gratuities which may be considered to be bribes or breach the Business Rules;
29. report to, or be at, work unfit whilst under the influence of alcohol, or other drugs or substances;
30. behave in a manner which could affect the confidence on NS&I customers, or reflect badly on the reputation of NS&I.
31. use personal mobile phones unless authorised by your manager;
32. distribute private literature or make any collections for charities without authorisation from your manager;
33. leave work without permission;

34. carry out any business or employment which is unconnected with NS&I during or outside working hours without express permission.
35. These rules are not exhaustive and may be amended as necessary. In this event NS&I will give notice of any change by issue of a circular.

4. GROSS MISCONDUCT

Serious breaches of any of the above rules or any break of rule 11 to 30 inclusive will be considered to be Gross Misconduct.

Where gross misconduct is alleged you will be suspended as soon as your manager, in consultation with Human Resources, has sufficient reason to suspect that you may have breached these rules. A formal hearing (after any necessary investigation is completed) will be arranged in line with the terms of the Disciplinary Procedure.

5. RESPONSIBILITY

All those persons referred to within the scope of this policy are required to adhere to its terms and conditions. They must understand that this policy is also incorporated into their contract of employment.

Individual managers are responsible for ensuring that this policy is applied within their own area. Any queries on the application or interpretation of this policy must be discussed with Human Resources prior to any action being taken.

Human Resources has the responsibility for ensuring the maintenance, regular review and updating of this policy. Revisions, amendments or alterations to the policy can only be implemented following consideration and approval by the Head of HR.