SALFORD HEART CARE

CODE OF CONDUCT

Purpose

The purpose of this code is to provide a clear framework within which employees, members and volunteers of Salford Heart Care are expected to conduct themselves. The organisation strives to maintain a work environment in which honesty, integrity and respect for fellow employees, volunteers and members are constantly reflected in personal behaviour and standards of conduct.

Principles

Salford Heart Care is a community-based organisation and its actions and behaviour of its Board Members, employees and volunteers have an impact on its members, as well as on the local environment and the community. Employees and volunteers are expected to have regard for the impact of their personal behaviour on Salford Heart Care, colleagues, members, the environment and our community.

The Company receives income from public sources, from private donations, charitable and third-sector bodies. It is essential that all these stakeholders can have confidence that the Company maintains the highest standards of conduct in financial matters and seeks to maintain high standards of probity and ethical behaviour. Stringent procedural and audit arrangements are in place and Board members, employees and volunteers are expected to ensure that decision making is open and fair.

This code covers some of the most important issues relating to personal conduct, and gives a framework of standards and behaviour guidelines, but it is not intended to be exhaustive.

Standards of personal behaviour

Equality of opportunity

One of Salford Heart Care's core values is the promotion of inclusivity and valuing diversity. The Company seeks to ensure that the work environment for its employees is supportive, and one where individual respect is shown to all. All members of the Board, staff and volunteers, regardless of their gender, race, ethnic background, culture, (dis)ability, sexual orientation, age, religion, socio-economic status or any other factor will be supported and encouraged to perform to their potential.

Harassment and bullying

To secure an environment in which members of staff and volunteers are able to flourish and to achieve their full potential, Salford Heart Care is committed to ensuring that everyone is able to work and to participate in the life of the organisation without fear of harassment, bullying or intimidation. Everyone in the organisation has a part to play by ensuring that their own behaviour, whether intentional or unintentional, does not constitute harassment. Salford Heart Care will take action against inappropriate behaviour which shows lack of respect for others or which leads people to feel threatened.

Health and safety

Salford Heart Care places a high priority on providing a safe working and learning environment and will act positively to minimise the incidence of all workplace risks as required by the Health and Safety at Work Act 1974 and other associated legislation. All activities should be carried out with the highest regard for the health and safety of employees, students, visitors and the public. Our aim is excellence in health and safety, by means of continuous improvement of standards, and the comprehensive use of risk assessments so as to systematically remove the causes of accidents/incidents and ill-health. This, together with more specific aims and objectives, reflects the Company's commitment to promote employee well being.

Relationships with other members of staff, volunteers, SHC members and other members of the public

SHC does not concern itself with the private lives of its staff unless they affect its effective operation or its reputation.

Members of staff who are relatives or who have a close personal relationship should not not normally have a supervisory, assessing or authorising relationship with each other.

Employees must inform their line manager if they have a close personal relationship with another employee, a volunteer, or member which could be considered by colleagues, or others, as impacting on the way they conduct themselves at work.

Performance

Salford Heart Care expects individuals to follow all reasonable rules and instructions given by those supervising or managing their activities and/or work areas.

Misuse of drugs and alcohol

It is a disciplinary offence to be on Salford Heart Care's premises and/or carrying out duties when under the influence of alcohol or non-medically prescribed drugs.

Gambling

Gambling activities must not be conducted on Salford Heart Care's premises, discretion may be used in relation to small raffles for charitable purposes, national lottery syndicates, occasional sweepstakes etc.

Conduct outside work

The Company does not seek to dictate how employees conduct themselves in their personal lives outside work. However, unlawful, anti-social or other conduct by employees which may jeopardise the Salford Heart Care's reputation or position will be dealt with through the disciplinary procedure.

Dress code

Salford Heart Care does not operate a formal dress code for its employees and volunteers. However, employees and volunteers must ensure that their dress is appropriate for the situation in which they are working and that they present a professional image and one that reflects sensitivity to community perceptions. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

Copyright

Subject to the following provisions, Salford Heart Care employees and volunteers acknowledge sections 11 and 215 of the Copyright, Designs and Patents Act 1988. All records, documents and other papers (including copies and summaries thereof) which pertain to the finance and administration of Salford Heart Care and which are made or acquired by employees or volunteers in the course of their duties shall be the property of the Salford Heart Care. The copyright in all such original records, documents and papers shall at all times belong to the Company.

Financial regulations

Salford Heart Care operates a system of financial control operated by a Finance Committee responsible to the Board of Trustees. Every item of expenditure is monitored, approved and cheques signed by two members of the Board of Trustees.

Any withdrawal or transfer between Bank Accounts must be authorised by two members of the Board of Trustees.

An annual audit of account is carried out by a professional accountant.

Conflicts of interest

The highest standards of behaviour are also expected in all areas of Salford Heart Care's life, especially where individuals are in positions to make decisions which may have significant impact on others. In all such cases it is important that decisions are taken in a fair and balanced way that can withstand external

scrutiny. Conflicts of interest should be identified so that individuals are not involved in decisions where their actions could be seen as biased.

Access to confidential information

Although the Company strives to conduct its business in an open fashion there will be times when individuals, through their positions as members of staff, members of committees, selectors/recruiters, line managers etc, become aware of confidential information, either about other individuals or in connection with the organisation's activities. Individuals should be aware of the need to keep such matters confidential and to respect the proper channels of communication for such information.

Bribery Act 2010

Under the Briberies Act 2010, a bribe is a 'financial or other advantage' offered, promised or given to induce a person to perform a relevant function or activity improperly, or to reward them for doing so. The Act makes it a criminal offence to:

- offer, promise or give a bribe
- request, agree to receive or accept a bribe
- (by an organisation) fail to prevent bribery by those acting on its behalf ('associated persons') to obtain or retain business or a business advantage for the organisation.

Small payments made to government officials or others to make something happen, or happen sooner, (commonly called facilitation payments) are likely to be bribes and unlawful under the Act.

Under the Bribery Act, individuals can be prosecuted for accepting bribes or offering bribes. In addition, Salford Heart Care can be prosecuted for failing to prevent bribery committed to obtain or retain business or a business advantage for the Company by an employee or other individual or organisation performing services for Salford Heart Care.

Use of equipment for non-work purposes

Salford Heart Care will allow employees and volunteers reasonable use of Company equipment and facilities, provided that authorisation has been obtained from the Board of Trustees, that the use does not interfere or conflict with the work of the Company, and that any costs are met by the individual.

Private telephone calls

Employees may use Company facilities to make private calls only for emergencies.

Employees who have Company provided mobile phones must reimburse the Company for the use of these phones for private calls and texts etc.

Use of IT equipment, internet and social media

Private use of the Company's IT and internet facilities is not allowed.

The following guidelines describe the reasonable and appropriate behaviour required by the Salford Heart Care. If staff/volunteers do not follow these guidelines, they may be breaking the criminal or civil law. Applicable laws include Data Protection Act 1998, Copyright, Designs & Patents Act 1988, and Computer Misuse Act 1990. An infringement of these guidelines may be a disciplinary offence.

Users should note in particular that it is illegal to store or publish obscene or unlicensed copyright material and that user ids and passwords are not transferable.

1. Do not use another user's user id and password, nor allow the password of any account issued to you to become known to any other person. If you allow another person to use your account, it must be in your presence, under your supervision and only for the purpose of assistance or collaboration. You remain responsible for that person's use of your account and must identify that person to the Company if any breach of regulations is suspected in connection with that use. This guideline does not apply where another's account is used by a member of staff as part of their duties.

2. Do not use or adopt any name or alias or user reference whether real or fictitious other than your own.

3. Do not request resources or access rights that you do not need.

4. Do not, having logged in, leave IT facilities unattended in an unlocked room. You must log out at the end of each logged in session unless prevented by system failure. Failure to do so may leave the account open for others to use. The Company accepts no responsibility for any loss to a user consequent upon a failure to log out correctly at the end of a session.

5. Do not remove, borrow, connect or disconnect equipment without permission.

6. Do not deliberately introduce any virus, worm, Trojan horse or other harmful or nuisance program or file into any IT facility, nor take deliberate action to circumvent any precautions taken or prescribed by the institution to prevent this.

7. Do not in any way cause any form of damage to the Company's IT facilities, nor to any of the accommodation or services associated with them.

8. Do not hack, access, copy, delete or amend or attempt so to do the computer account, information or resources of another user or of a system administrator without that person's permission.

9. Do not initiate or perpetuate any chain email message. Do report immediately to 'postmaster' the receipt of chain email messages forwarding the email message wherever possible.

10. Do not deliberately create, display, produce, store, circulate or transmit defamatory or libellous material.

11. Do not transmit unsolicited commercial or advertising material.

12. Do not deliberately create, display, produce, store, circulate or transmit obscene material in any form or medium.

13. Do not deny service to other users including deliberately or recklessly overloading access links or switching equipment.

14. You must adhere to the terms and conditions of all licence agreements relating to IT facilities which you use including software, equipment, services, documentation and other goods.

15. You must use the IT facilities only for Salford Heart Care's administrative purposes together with limited personal use. Such personal use is allowed as a privilege not a right, must conform to these guidelines, and should not incur unreasonable costs or have an adverse impact on resources or services.

16. You must obtain permission from the Board of Trustees to use computers for commercial or outside work including the use of IT facilities.

17. Do not interfere with or change any hardware or software; if you do, you may be charged for having it put right.

18. Do not interfere with the legitimate use by others of the IT facilities; do not remove or interfere with output belonging to others.

19. Do not load games software onto, or play games software on, the IT facilities.

20. Do not smoke, eat or drink, and do ensure that consumable products including food and drink are stowed away at all times, in any computer room or near any public access IT facilities.

21. You must respect the rights of others and should conduct yourself in a quiet and orderly manner when using IT facilities.

Data protection

Salford Heart Care holds and processes information about employees, volunteers and members, and other data subjects for, administrative purposes. When handling such information, the Company, and all staff or others who process or use any personal information, must comply with the Data Protection Principles which are set out in the Data Protection Act 1998 and 2018. Any doubts or queries about data protection issues should be referred for guidance to Board of Trustees.

Procedures

Raising matters of concern

Employees and volunteers have a right and a duty to raise concerns which they may have about breaches of the law or propriety by the Company. This should normally be through the Board of Trustees. No individual who expresses their views in good faith and in line with this guidance will be penalised for doing so.

Breaches of this code

This code of conduct has been drawn up to provide a source of guidance to Salford Heart Care's employees, members and volunteers. It is not a contractual

document and can be amended at any time. All staff and volunteers must comply with both the provisions of this code and the Company's policies and procedures, breaches of which will be taken seriously and may result in disciplinary action up to and including dismissal.