



EMPLOYEE CODE OF CONDUCT

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1 Introduction

This Code of Conduct is applicable to all employees of CultureNL all Services and all employee groups.

2 Why Have a Code?

As an organisation CultureNL already has in place a number of policies and procedures which govern the way the organisation behaves, impacting on the employment relationship between CultureNL and its employees in a wide variety of ways.

This Code is not intended to replace or contradict any of these policies and procedures but rather should be read in conjunction with them. This Code sets out some general rules and principles which are applicable to us all, irrespective of our particular role or level within the organisation.

3 Organisational Values

CultureNL has adopted four Organisational Values which are Respect, Commitment, Pride in the Job and Listening and Learning, as more fully set out in Appendix One to this Code.

As an organisation we are seeking to embed these values in the culture of what we do and how we do it and you are strongly encouraged to adopt these values in your individual jobs and seek to apply these to the very best of your ability. This Code should be seen against the background of these adopted values.

4 CultureNL as our Employer

At the heart of every employment relationship is the principle of mutual trust and confidence. Our employment with CultureNL is no different and it is expected that in our dealing with each other as employees we will act in such a way as to promote this principle at all times.

It is the responsibility of each of us to make ourselves aware of and keep generally up-to-date on policies and procedures as they affect us as employees. Obvious examples are health and safety requirements but there are a variety of other duties and responsibilities, dependent on the nature of our jobs, where we need to be aware of CultureNL's expectations of us as employees.

As employees we serve the CultureNL as a whole and require to act in the best interests of CultureNL as our employer. CultureNL as a collective body has ultimate authority to make decisions on behalf of the organisation and that authority requires to be respected.

5 General Principles of Employee Conduct

5.1 Conduct Outside Work

If our behaviour or conduct outside work has any bearing on our employment then this may be taken into account by CultureNL in terms of the Discipline Policy. In particular if an employee is charged with committing a crime which could be considered to impact on their employment then he or she is required to notify the Line Manager without delay. Examples of this are drug offences, sexual offences, crimes of violence, crimes of dishonesty and driving offences where the job involves the use of a car or CultureNL vehicle.

5.2 Use of Social Networking Websites

The use of online social networking sites (Facebook, MySpace, Twitter etc) has grown significantly over recent years and become a significant part of life for many people. While these sites can provide a positive way to keep in touch with friends, family or colleagues, it is important to ensure that the informal nature of such sites does not give rise to professional or ethical concerns or breaches of confidentiality by CultureNL employees.

The Acceptable Use of ICT policy sets out a framework for the use of CultureNL owned ICT equipment. However, it is important that employees are aware of the potential problems that can arise from their use of social networking sites at home, on personal mobile phones or other non-CultureNL ICT equipment. The following guidelines should apply when using social networking sites (whether at home or if authorised to do so during working time and/or using CultureNL owned ICT equipment):

5.2.1 Employees must remember that social networking sites are not secure and can be accessed by the general public. It is therefore essential that no information is placed on social networking sites which could:

- Breach confidentiality, trust or ethics.
- Constitute harassment of an individual or group.
- Constitute defamation of character.
- Discredit services provided by CultureNL
- Discredit CultureNL as an employer.

5.2.2 CultureNL email addresses must not be used on any social networking site.

5.3 Conflicts of Interest

General

It is particularly important that we should identify and deal with any potential conflicts of interest which may arise in relation to our work for CultureNL. This is of primary importance for a public authority such as CultureNL and is an issue which has the potential to severely affect CultureNL's reputation and damage public confidence if such conflicts are not resolved. It is the responsibility of each of us to formally make a senior manager aware if a conflict of interest affecting you arises. In addition, you must take steps to avoid that conflict. Failure to do so will be regarded as a serious fall in expected standards and may lead to disciplinary action being taken against you. It is a legal requirement that you must advise CultureNL immediately if you become aware that a contract in which you have a financial interest has been or is proposed to be entered into by CultureNL.

Secondary Employment

The Chief Officers' Code of Conduct requires that Chief Officers must not undertake any other employment or outside or private work except in certain very limited circumstances. For other staff, care should be exercised to ensure that, in taking up any other employment outwith CultureNL, the requirement to avoid any real or potential conflict of interest is considered.

5.4 Gifts and/or Hospitality

CultureNL has in place a procedure which requires you to advise your employing Service Manager of any gift or hospitality received by or offered to you in the course of your employment with CultureNL. It is important that such procedures are strictly complied with at all times and failure to do so may well be regarded as a disciplinary offence, in the interests of ensuring compliance with high standards of conduct and personal integrity within CultureNL. These procedures are available at [Acceptance of Gifts and Hospitality](#) or within your Service by hard copy. Attention is drawn to the legal requirement that an employee shall not, as a result of his or her employment with CultureNL, accept any fee or reward whatsoever other than his or her salary. Guidance as to what gifts and hospitality may be accepted can be found at paragraph 6 of the Procedures for Council Employees to Deal with Offers of Gifts and Hospitality which applies also to CultureNL employees..

5.5 Anti-Fraud/Whistleblowing

In a similar vein there are procedures in place to deal with the potential for fraud within the organisation. These are accessible at [Anti Fraud Policy](#) and again in the interests of CultureNL

and everyone who works within it, it is of primary importance that these procedures are complied with. In order to assist in ensuring high standards of conduct within CultureNL, CultureNL also has a procedure on Whistleblowing which can be accessed at [Whistleblowing Procedure](#)

5.6 Contact with the Media

As CultureNL employees we are also the consumers of a wide variety of CultureNL services and indeed most of us are residents of North Lanarkshire, using CultureNL facilities and services on a regular basis. We are entitled to express individual views on CultureNL policies, proposals and actions but it is important that we should separate any such views that we hold from our positions as CultureNL employees. For that reason the [Communications Framework and Media Policy](#) specifies that only authorised officers can speak to the media in relation to CultureNL policy and business. It is legitimate for authorised trades union representatives to comment to the media on CultureNL matters in their capacity as trades union representatives.

As employees we need to be very careful how we express personal views on CultureNL proposals which may affect us and the potential for comments to be misconstrued. It is important that in making any such statements there is clarity that we do so as individual residents and citizens, unconnected with our role or responsibilities.

5.7 Privacy and Confidentiality

CultureNL seeks to be open, honest and transparent in what we do. In addition, individuals have a number of legal rights under Freedom of Information or Data Protection legislation to access a wide variety of information held by CultureNL. It is important that we aim to be of assistance to people who choose to exercise those rights while at the same time seeking to safeguard the legitimate interests of CultureNL as an organisation and its employees.

Against that background care should be taken to ensure that information on CultureNL business, particularly where it may concern options or proposals which are not yet commitments, is restricted to those who have legitimate interests to be aware of it. Accordingly care should be taken to preserve the privacy of individual items of information which inevitably we will come across as employees and also to exercise caution about divulging the business of our employer more generally.

5.8 Co-operation with Internal Investigations and Procedures and with Litigation

On occasions employees will be required to participate in internal investigations arising under the Discipline, Grievance and Fair Treatment at Work Policies and may also be required to attend

investigation meetings, hearings and appeals as a witness. In addition CultureNL may also require the attendance of employees as witnesses or representatives at court or tribunal hearings in which CultureNL is involved. These responsibilities, where they arise, should be seen as part of an employee's normal duties and responsibilities.

6. Status of the Code of Conduct

Where this Code specifies or refers to obligations on the part of an employee, it is expected that the requirements of this Code will be complied with and any omission to do so may be taken into account in any relevant disciplinary proceedings. Where the Code refers to other issues of conduct or behaviour, employees are required to comply with these.



STATEMENT OF ORGANISATIONAL VALUES

Value	What we aim to do	How we can do it
<i>Respect</i>	We will be open and honest in our dealings, involving and listening to others, demonstrating respect for our citizens, our partners and each other.	<ul style="list-style-type: none"> ■ Respect our citizens and each other. ■ Communicate clearly – avoid jargon. ■ Value diversity. ■ Recognise the achievements of colleagues. ■ Demonstrate honesty and integrity.
<i>Commitment</i>	We are committed to our citizens and our colleagues, seeking to understand needs and delivering a quality service.	<ul style="list-style-type: none"> ■ Show a commitment to coming to work. ■ Listen, understand and act upon our citizens’ needs. ■ Co-operate with colleagues and partners ■ Do what you said you would do. ■ Keep people informed.
<i>Pride in the Job</i>	We take pride in the job we do for the people and communities of North Lanarkshire.	<ul style="list-style-type: none"> ■ Demonstrate high levels of customer service. ■ Recognise everyone’s contribution. ■ Look for better ways of doing things.
<i>Listening & Learning</i>	We will continually learn, transforming our organisation through the knowledge, capability and initiative of our workforce.	<ul style="list-style-type: none"> ■ A commitment to individual growth through the development of new skills. ■ Encourage others to develop themselves, and recognise their efforts to do so. ■ Take initiative in your work, supporting and challenging where appropriate. ■ Share good practice; learn from mistakes, reflecting on experience to provide opportunities for service improvement.