

At FISH we believe that it is essential for standards of conduct at work to be maintained to ensure delivery of quality childcare and also to protect the well being of all its employees, parents and children in our care. The following policy will make sure that all employees are aware of the standards set by FISH.

The purpose of this policy is to establish, and encourage all employees to achieve, high standards of conduct at work, and to help provide a fair and consistent way of dealing with alleged failures to observe them.

To assist our clubs, the following policies exist in conjunction with the Code of Conduct Policy

- Child Protection/Safeguarding
- Disciplinary
- Anti Bullying
- Complaints
- Equal Opportunities
- Internet Use
- Data Protection

The Purpose

1. All employees at FISH are expected to give the highest possible standard of service to the children we care for, parents and other members of the public. Employees

should conduct themselves with integrity, impartiality and honesty. Breaches of conduct and personal behaviour will be dealt with under the Policy and Guidance for Discipline.

2. All employees at FISH have an absolute duty to promote and safeguard the welfare of children at FISH breakfast afterschool and holiday clubs, and to take appropriate action where they consider that a child may be at risk of suffering harm.
3. The policy applies to all employees and temporary/casual workers of the FISH including volunteers.

Equal Opportunities

Our Equal Opportunity Policy reflects one of FISH's core values. All employees are entitled to fair treatment by others, and to be treated with respect and dignity. In return, they are expected to treat others in this way.

Confidentiality

Employees must not disclose official/confidential information. Employees must not use information obtained in the course of their employment for personal gain or benefit, nor should they

pass it on to others who might use it in such a way. Also for information relating to parents and intellectual property.

Information on children may not be disclosed without the consent of the child's parent, or where a child is of reasonable understanding, the child. The only exceptions to this are:

- To safeguard the welfare of the child.
- Where information is requested by the Police to detect or prevent offending.
- Where otherwise allowed to be disclosed by a legal obligation (for example, to give information to a child protection case conference), or an Order of a Court.

It may not be appropriate to agree to maintain confidentiality, where to do so would cause harm or allow unacceptable practices to persist. For further information see the Whistle blowing Policy.

Additional activities

For the purposes of the Working Time Regulations employees who have more than one employment should seek their club manager's approval, this should be reviewed annually. Before undertaking another job, employees must also inform their manager of other work undertaken so that the total level of work undertaken can be monitored. Managers should also find

out if prospective employees have secondary employment that may prevent them from performing their job with the School to the standards desired.

The policy does not bar all outside work, however, all employees must be clear about their contractual obligations and must not take outside employment that conflicts with our clubs interests or damages FISH's interests or reputation.

Conflict of Interest

All employees should ensure before they undertake additional employment that there is no conflict of interest with their duties or with the clubs interests.

The public expects transparency and accountability in how decisions are made. FISH expects its employees to give the highest possible standard of service and to avoid any situation where private and FISH's interests may conflict. An employee, who believes that she or he is in a situation that may cause a conflict of interest, should discuss their situation with their Manager.

Where this is not declared and there is a clear conflict of interest this may be considered misconduct. Where there is a financial/other benefit to the employee it may be seen as gross misconduct. Where there is a likelihood of dismissal for

inappropriate personal interest, it is the responsibility of the owners of FISH to demonstrate that there is a genuine financial risk in continuing to employ the employee in the same capacity. An investigation will be necessary before beginning such a course of action. Below are further examples of what constitutes personal interest:

- Employees must exercise fairness and impartiality when dealing with all parents, pupils, customers, suppliers, other contractors and sub-contractors and no part of the local community should be discriminated against.
- Employees who have access to confidential information on tenders or costs for either internal or external contractors must not disclose that information to any unauthorised party or organisation.
- Employees, who engage or supervise contractors or have any other official relationship with contractors and have previously had or currently have a private or domestic relationship with them, must declare that relationship to their manager.

Employees must also declare an interest where:

- An employee has membership of any organisation not open to the public without formal membership and

commitment of allegiance and which has secrecy about rules, membership or conduct.

Inventions and Patents

The Patents Act 1977 as amended by the 1988 UK Copyright, Designs and Patents Act states that inventions and patents, e.g. plans, reports, designs, unique processes or software, etc. are the property of the employer if:

- They have been made in the course of the employee's normal duties; or
- They have been made in the course of duties specifically assigned to the employee and where invention might be reasonably expected; or
- It was made in the course of the employee's duties and at the time the employee had (because of the nature of his or her duties and particular responsibilities arising from them) a special obligation to further the interests of the employer.

Relationships

Employees should always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to all groups and individuals within the community.

Appointment and Management of staff

Employees involved in the recruitment of internal and external staff must ensure that the decision to appoint is based on merit, (see the Recruitment and Selection Policy). An appointment that is based on anything other than the ability of the candidate to do the job may leave the company vulnerable to allegations of discrimination. Employees must not be involved in an appointment where they are related to an applicant, or have a close personal relationship with him or her.

Gifts and Hospitality

Employees should not accept any personal gifts from children and their families, contractors and external suppliers unless the gifts are insignificant items with a value not exceeding £10.

Acceptance of gifts

Under the Prevention of Corruption Acts 1906 and 1916 it is an offence for an employee in his or her official capacity to accept any gift, inducement or reward, including hospitality, for showing favour or disfavour to any person or other organisation. It is the responsibility of the person receiving the favour to prove that it was not received dishonestly. The following must be considered:

- Employees acting in an official capacity must not give the impression that their conduct both inside and outside work with any person or organisation is influenced by the receipt of gifts, rewards and hospitality or any other such consideration.
- Employees must think about the circumstances in which they are made offers and be aware that they may be regarded as owing a favour in return.
- Employees must seek permission from their line managers before accepting such offers and be aware that the offers may have to be returned/refused.
- When gifts/hospitality have to be declined those making the offer should be courteously but firmly informed of the procedures and standards operating within our breakfast after school or holiday clubs.

How an employee should react to an offer depends on the type of offer, the relationship between the parties involved and the circumstances in which the gift or hospitality is offered:

- Employees must not be seen to be acting in their own personal interests and need to be careful that their behaviour cannot be misinterpreted.
- Employees must not accept significant personal gifts. However, there are occasions when children or parents wish to pass small tokens of appreciation to staff, e.g.

at Christmas or as a thank-you and this is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value, generally not exceeding the value of £10.

- Employees must be particularly wary from accepting gifts from a parent or child in our care where it is suspected that a pupil has a crush on the employee.

Matters of Conscience

Where an employee believes he or she is being required to act in a way which is illegal, improper, unethical, or which is otherwise inconsistent with the Policy for Conduct he or she should refer to their club manager or to Dan or Sarah.

Where an employee is aware, or has evidence of illegal, improper or abusive behaviour of another employee he or she should refer to their line manager or the Policy for Equal Opportunities.

Where an employee is aware, or has evidence of illegal, improper or abusive behaviour of another employee towards a pupil, he or she must notify immediately the club manager, unless the allegation is against the club manager, when he or she should bring it to the attention of the owners

Where an employee fails to report such concerns, this may be construed as misconduct and lead to disciplinary action.

Personal behaviour

As the owners of FISH we believe in treating all our employees with respect and trust in a mature, respectful and considerate manner and expect the same approach from employees. We expect employees to respect the clubs property, the School's facilities and property, other employees and their property, suppliers and the public at all times. Employees also demonstrate the characteristics they are trying to inspire in the children that we care for. Failure to observe the standards of behavior expected breaks the bond of trust that is fundamental to the employer/employee relationship and may lead to disciplinary action.

The Discipline Policy will be initiated where any employee is found to be in breach of this Policy. If an employee is found guilty of gross misconduct he or she may face dismissal.

Absence from work

All leave should be approved prior to it being taken. This includes parental leave, special leave, etc. Failure to notify absence is unauthorised absence.

Poor timekeeping

Managers must set a timekeeping standard that is known to all employees. This standard should be applied consistently with employees arriving and departing from their place of work at the agreed times.

Employees must inform their managers/colleagues of their whereabouts and expected time of return when they are out of the office e.g. off-site meetings/visits etc.

Negligence

Negligence arises from failure by the employee to exercise reasonable care in his or her work. Employees must not cause loss or damage through carelessness, negligence, a reckless act or breach of instructions. It is only a disciplinary offence if the individual is considered to be personally responsible.

Refusal to obey a reasonable instruction

It is the responsibility of all employees to carry out reasonable instructions. In those circumstances where an employee refuses to obey a reasonable instruction, it will be necessary to investigate the situation and depending on the outcome of an investigation it may result in disciplinary action. See the Whistleblowing Policy, where refusal to carry out a reasonable instruction is linked to a matter of conscience.

Social behaviour

Employees should be aware of the following expected standards of behaviour when attending work related events in and outside of work time where attendance could be seen as representing fish:

- The Conduct and Personal Behaviour Policy will still apply e.g. regarding drug/ alcohol abuse, harassment and discrimination.
- Consideration and respect for others
- Those in a position of management/supervision should not behave in any way that could undermine their position

Employees using private vehicles for School business must ensure:

- You must have permission from the club manager or owners
- The vehicle is road worthy and complies with Road traffic/Transport regulations.
- That the vehicle is insured for "business use" and a copy is filed away in.
- They are licensed to drive the vehicle

- They do not drive under the influence of drink/drugs or where there is ill health that may impair their ability to drive the vehicle safely.
- They abide by the current Road Traffic/Transport Regulations.

Alcohol/drugs

Employees must ensure that they are not unfit for duty as a result of the effects of alcohol or legal drugs. Staff should be aware of the lasting effects of alcohol and drugs both prescription and illegal, and ensure that any consumption of these substances does not impair their ability to discharge their duties.

Smoking

Our sites are non-smoking but employees are entitled to smoke during their break, but must do so off site. They must not smoke in their uniform inside or outside of working hours

Health & Safety

Employees also have a duty to familiarise themselves with all the safety regulations that apply to their job and the area in which they work.

Fraud and Corruption

An employee who commits a fraudulent act is liable to disciplinary action, which may include dismissal and possible criminal prosecution even for a first offence. Fraud is defined as any manipulation of an accounting system or supply system to enable public money or material to be misappropriated.

Employees involved in the investigation of alleged fraud may be required to sign an additional code of conduct relating to their specific duties.

Private use of official facilities

Employees are not to use official stationery for private purposes and must not carry out private correspondence during working time. Employees are allowed to make private essential telephone calls that cannot be made outside working hours but this privilege must not be abused and the duration of all calls must be kept to a minimum.

All employees must keep their mobile phones in their cars, bags, or in the FISH locked cabinet.

Employees must obtain prior approval from their manager to borrow FISH property for use at home, e.g. laptop computer, printer, dvd's bouncy castles etc. When removing FISH

property from the building they may be asked to show evidence of their manager's consent.

Reporting of Arrests, Prosecutions, etc.

Employees must report to their manager details of any arrest or criminal conviction or caution made against them by the Police (except for minor traffic offences, i.e. where they do not mean imprisonment or suspension of his or her driving licence), where the offence is also a breach of discipline and/or may have a direct impact on the employee's job, or where it calls into question their suitability to work with children.

False Statements

Employees must not make any false statement e.g. on subsistence/mileage claims, etc. Where there is evidence of an employee submitting such claims, he or she will be liable to disciplinary action and/or prosecution under the Theft Act 1968.

Where an employee has witnessed misconduct i.e. a fraudulent activity; he or she will have a duty to report such an incident. See also - the Whistleblowing Policy.

Discrimination

It is FISH's policy that all current and prospective employees will have equal opportunity for employment, promotion and training on the basis of relevant ability, qualifications and merit. Employees must ensure that they do not unfairly discriminate on the grounds of gender, race, colour, marital status, national or ethnic origin, nationality, disability, sexuality, age or religion. All job applicants and workers are treated equally and FISH are willing to make reasonable adjustments where appropriate for disabled applicants and workers.

Harassment/bullying

At FISH we seek to provide an environment for all employees, contractors and temporary workers free from harassment, bullying, intimidation and victimisation.

Disciplinary action will be taken against any employee who is found to have committed a deliberate or unlawful act of discrimination, sexual or racial harassment or bullying. See the Equal Opportunities Policy.

Abuse of the e-mail/internet

At FISH we will not accept any abuse of e-mail/internet or telephones. Such behaviour may result in disciplinary action.

The downloading, sending or accessing of offensive material that affect the dignity of any individual or group of individuals at work may constitute harassment. Threatening, obscene or harassing messages including chain e-mails and material that will cause offence and/or degrade individuals or minority groups will constitute a disciplinary offence which may result in dismissal.

Under the Obscene Publications Act 1959 an employee may have criminal liability if an individual publishes material that could corrupt or deprave the persons likely to see the material, this includes the transmission of data stored electronically.

Dress and Appearance

We feel that you can do your job better and easier if you feel comfortable in the clothes that you wear, we also feel that wearing a uniform you take pride in your appearance and work. All staff must wear a FISH t-shirt, hoodied top* and coat* (*where applicable). You can wear jeans, shorts, smart jogging bottoms. However, staff should consider the manner of dress and appearance appropriate to their professional role which may be different to that adopted in their personal life. Staff

should ensure they are dressed decently, safely and appropriately for the tasks they undertake. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegation.

Code of Conduct and Personal Behaviour Declaration

I have read and understood the Code of Conduct. I agree to work within the principles of the Code.

Name:

Signed:

Dated:

I have also received and read over the Employee Handbook

Name:

Signed:

Dated:

Please sign and return to your line manager along with acceptance of your terms and conditions, prior to commencing employment with FISH.

Appendix 1

Alcohol and Drugs Misuse

1. The early identification of an alcohol or drug problem and taking appropriate action will minimise the effect of the problem on the School and other employees and may also help reduce any stress experienced by the individual.
2. It may be very difficult for people to admit they have a problem. There may well be a feeling of shame or fear of reprisals, particularly if they are taking illegal drugs.
3. There is no single symptom of an alcohol or drug problem. The presence of any or some of the following may indicate one (unless the employee is suffering from an undisclosed illness/disability):

Absenteeism

- Excessive sick leave, frequent and unexplained absences and lateness
- Frequent Monday and/or Friday absences
- Excessive lateness especially on Monday

- Leaving work early
- Frequent visits to the cloakroom
- Unexplained absence from post

High rate of accidents

- Frequent accidents at work resulting in injury and/or damage to equipment
- Accidents away from work

Poor work performance

- Difficulty in concentrating
- Taking longer than usual to do tasks
- Having a erratic work pattern
- Difficulty in recalling conversations, instructions or details
- Sticking to routine tasks and avoiding complex ones
- Frequent mistakes
- Improbable excuses for poor work
- Telling lies about performance
- Bad decision making
- Reluctance to accept responsibility

Change in personality and behaviour

- Anxiety
- Depression
- Irritability
- Lethargy
- Mood swings
- A tendency to blame others
- Over-sensitivity to criticism
- Problems relating to colleagues
- Avoiding company
- Changes in attitude to authority

Additional signs

- Smelling of alcohol at work
- Intoxicated at work (slurred speech, unsteadiness)
- Bloodshot eyes
- Shaky hands
- Poor personal hygiene and unkempt appearance
- Frequent borrowing of money
- Loss of driving licence through drink driving

The above is only a guideline, managers must investigate and not make assumptions as similar symptoms may occur

in some illnesses. When in doubt managers are advised to contact their Personnel Provider.

Managers will encourage employees to seek help as soon as a problem is identified. Consideration will need to be made about the most appropriate action. To help bring any issues into the open a confidential meeting should be arranged with the individual (he/she may be accompanied by either a friend or union representative).

The meeting will need to be handled sensitively and focus on the wish to improve the employee's performance. The purpose should be to encourage the employee to admit there is a problem and explore the cause or reason for the problem.

It is important to establish whether any aspect of the job or stress has made the employee turn to drugs or alcohol.

It should be emphasised that the employee should be encouraged to seek help from a GP or a specialist agency.

Employees with a drink or drugs problem should have the same rights to confidentiality and support as they would if they had any other medical condition.

If the employee has difficulty in admitting there is a problem, then the Capability Policy and Guidance must be followed.

The consequences of continual poor performance need to be underlined if an employee is not ready to admit or refuses to recognise there is a problem. It is important to try and be supportive for as long as possible, however, where there are risks relating to health and safety action, transferring the employee may be necessary in the short term.

Where an employee continually fails to reach adequate performance levels and fails to accept help and/or improve then it may result in dismissal, through the fair application of the Capability Policy.

Code of Conduct and personal behaviour Declaration

I have read and understood the Code of Conduct. I agree to work within the principles of the Code.

Name.....

Signed.....

Dated.....

Please sign and return to your line manager along with acceptance of your terms and conditions, prior to commencing employment with FISH.

FUN IN SCHOOL HOLIDAYS