

The Rehab Group Code of Conduct


Applies Jurisdiction: ALL

Division: ALL

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Title: Head of ER & Participation
Date: July 2018

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Director of People & Culture
Date: July 2018
Signature: 

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1.0 POLICY STATEMENT

Rehab Group values its reputation for professional and ethical behaviour and is committed to ensuring its adherence to professional and ethical standards and accountability in every jurisdiction the organisation operates within. Rehab Group recognises that to achieve this goal, employees must be accountable and honest and are obliged to act in the best interest of the organisation and the parties concerned. This obligation requires that all Employees, Volunteers, Executive Directors, Board Directors (including all co-opted Board Member(s) and/or co-opted Committee Member(s) of the organisation) and suppliers of services (employees/engaged persons) to Rehab Group in the performance of organisational duties, seeks only the furtherance of the organisation's Mission, Vision and Values and that all professional and non-professional performance standards dictate the level of quality of care and that probity is high and must be maintained. These values must be the basis for the official actions of all employees/engaged persons.

2.0 PURPOSE

The purpose of this policy is to clearly set out the ethos and standards expected and ways in which employees will achieve them. The Code of Conduct sets out a clear framework within which employees/engaged persons must carry out their duties with Rehab Group. It sets out the principles which should govern the behaviour of employees/engaged persons and the values which Rehab Group espouses. Therefore it is essential that all employees/engaged persons conduct themselves and all activities, to the highest standard possible.

3.0 SCOPE

This policy applies to all employees/engaged persons working or providing services for Rehab Group. Rehab expects those employed indirectly or providing services or advice to, or on behalf of Rehab Group to also meet the standards set out for employees. Board members are expected to comply with the spirit of this code, recognising that they

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will have outside interests. The principal thrust of which is that they should not have a conflict of interest by serving with Rehab Group.

4.0 DEFINITIONS

Confidentiality

All persons engaged by Rehab Group should not disclose professional information unless they have specific permission or a legal or professional duty to do so.

Conflict of Interest

A situation that has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's self-interest and professional interest or public interest.

Integrity

Being straightforward, honest and truthful in all professional and business relationships.

Objectivity

Not allowing bias, conflict of interest or the influence of other people to override professional judgement.

Probity

The quality of having strong moral principles; honesty and decency.

Professional Behaviour

All persons engaged by Rehab Group must also avoid any action that could negatively affect the reputation of Rehab Group.
To comply with relevant legislation and regulations.

Professional Competence and Due Care

An ongoing commitment to the required level of professional knowledge and skill. This will be in conjunction with current developments in practice, legislation and techniques. All persons employed/engaged must also have the appropriate training and supervision as required by Rehab Group.

5.0 GENERAL PROVISIONS / PROCEDURE

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5.1 The Code in Context

Employees/engaged persons can be justly proud of the high standards of conduct which have characterised their service to Rehab Group and enabled them to carry out the Mission, Vision and Values of Rehab Group.

Rehab Groups Values are:

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership

This Code of Conduct is an important element of the overall framework within which all employees/engaged persons are expected to work. It sets out the standards required of employees/engaged persons in the discharge of their duties. These standards of behaviour and values will support a high quality service, based on high levels of personal performance and responsibility.

5.2 Main features of the Code

Rehab Group expects that all employees/engaged persons who work or provide services within Rehab Group will meet certain minimum standards in order to ensure safe, efficient practice and high standards of care in the performance of their duties and must:

5.2.1 Maintain high standards in service delivery:

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- Discharge responsibilities conscientiously, honestly, impartially, objectively and with integrity
- Always acting within the law
- Perform their duties with professional competence, due care, efficiency, diligence and courtesy and reporting any concerns that they may have regarding the welfare of any person availing of the services of Rehab Group as per the relevant Rehab Group policies and procedures
- All who work for or provide services within Rehab Group are expected to adhere to the clear standards and expectations of performance agreed with their line manager and are expected to comply with reasonable orders, instructions or contractual requirements as per the relevant Rehab Group policies and procedures
- Adopt a reflective approach to their work practices
- Maintain high professional behaviour and standards at all times and must behave in a professional, respectful and courteous manner to the people availing of the services of Rehab and visitors of the service at all times
- The welfare of the persons availing of the services of Rehab is paramount and every effort should be made to treat all with dignity and respect
- Behaviour which results in assault, verbal abuse or threatening behaviour towards any person availing of the services of Rehab Group, members of the general public or colleagues will not be tolerated
- As an employee/engaged person of Rehab Group, it is important to present a clean and professional appearance when representing the organisation, whether this is internal or external. This will be governed by the norms of reasonable business attire or attire suitable for the role in which they are in. This also includes, but is not limited to, the use of Personal Protective Equipment (PPE) and correct footwear
- Employees/engaged persons who work or provide services within Rehab Group are required to adhere to a high level of personal hygiene
- Avoid being negligent in their work or provision of services within Rehab Group – this refers to actions, behaviour or conduct, whether deliberate or unintentional, which results or could result in injury to persons, loss or damage to property

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- Employees/engaged persons must not attend work being under the influence of and/or incapacitated (including sleeping on duty) due to the effect of alcohol or drugs or other substances which will affect their abilities to perform their duties and responsibilities as per Rehab Group’s policies and procedures
- Present to work appropriately, in order to carry out their duties and responsibilities, and report to work at the correct time and stay the allocated time.
- Once an employee has called into work unwell, they will behave in a manner which is aimed at achieving a speedy and full recovery and that they will not engage in paid or unpaid work while absent as per Rehab Group’s policies and procedures
- Employees must attend at work as required and comply with the terms of Absence Management Policy & Procedure
- All employees/engaged persons are expected to adhere to health and safety guidelines. Each individual has a responsibility to report any accident/incident involving themselves and/or others as soon as possible after it occurs
- Keep accurate and appropriate records at all times
- Smoking is prohibited in the company of the persons who avail of Rehab Group’s services; anywhere inside Rehab Group’s premises or in any vehicle being used for the business of Rehab Group. Smoking is permitted in designated areas only
- Must carry their Staff Identification Cards at all times
- Undertake relevant training to maintain and improve knowledge, skills and work practices
- Attend all team meetings unless on leave or night duty
- Being aware of and adhere to all policies and procedures in place and be aware of legislation and regulations which determine the powers and functions of Rehab Group

5.2.2 Observe appropriate behaviour at work by:

- Dealing with the any person(s) engaging with Rehab Group politely, fairly, promptly and with dignity and respect
- Treating each other with dignity, respect, courtesy and in a professional manner at all times as per Rehab Group’s dignity in the Workplace Policy and Procedure
- Maintain the person(s) availing of the services of Rehab privacy, dignity, respect, equality and choice at all times

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- Adhere to standard and professional boundaries required when dealing with any person(s) availing of the services of Rehab

5.2.3 Maintain the highest standards of probity by:

- Conducting themselves with objectivity, honesty, impartiality and integrity
- Never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions concerning their official positions
- Abiding by guidelines in respect of offers of gifts or hospitality as per Rehab Group’s Policies and procedures
- Avoiding conflicts of interest as per Rehab Group’s Policies and procedures

5.2.4 Support and be loyal to the Vision, Mission and Values of Rehab Group by:

- Supporting colleagues and Rehab Group in the performance of its functions
- Promoting the vision, mission, values, goals and objectives of Rehab Group and not undermining any of these through action or omission
- Seeking to resolve grievances and concerns through agreed channels
- Ensuring any actions taken maintain public confidence in Rehab Group and its good name

5.3 Application of the Code

The provisions of the code relate to employees directly employed, whether in a permanent or temporary capacity and those engaged in any capacity to provide services or advice to, or on behalf of Rehab Group on a consulting basis are also expected to meet the standards set out in this code. The requirements in relation to confidentiality (See Appendix 1) will also apply upon retirement/resignation. This code forms part of the terms and conditions of employment of all employees.

Employees/engaged persons are expected to comply with the Code at all times. Alleged breaches of the code will be promptly considered and fairly and reasonably investigated. Individuals must be held to account for their own performance, responsibilities and conduct. Breaches of the code may constitute a breach of the terms and conditions of

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employment and may result in disciplinary action being pursued in accordance with the agreed terms of the Discipline policy & procedures.

All existing employees will be provided with a copy of this policy and are requested to read and sign off that they have received and fully understood same.

Each new employee will receive a copy of this policy with their Contract of Employment.

An employee can obtain clarification on any aspect of the code from the People & Culture (HR) Department and will form part of all new employees on-boarding and induction.

5.4 Requirement of the Code

The following standards expected are based on accountability, openness and public probity. Breaches of these are unacceptable. All employees should be aware that breaches of the following may constitute gross misconduct and warrant disciplinary action up to and including dismissal even for a first offence:

5.4.1 Employees/engaged persons must be impartial and objective in the performance of their duties.

It is each person's responsibility to carry out his/her duties in a party political neutral manner. Public political activities should not, under any circumstances, be undertaken in paid Rehab Group hours by any employee. Employees should ensure that views expressed by them or actions taken related to their public political activities are not presented or interpreted as official comment on behalf of Rehab Group, but that they are their own or those of the political organisation they are representing. Neither should such views or actions compromise their duty of loyalty to the ethos Rehab Group.

An employee may, in his/her role as a trade union representative, make a statement in that capacity, but will ensure that such a statement is not presented as official comment on behalf of Rehab Group.

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Publication of any matter relating to the affairs of Rehab Group or use of information drawn from official sources in publications by employees/engaged persons or for publication by others shall have the prior approval of the Chief Executive Officer or designated manager.

The giving of interviews, statements or any other confidential information connected with Rehab Group should not be undertaken without prior approval of the Chief Executive Officer or the Director of Communications, Public Affairs and Fundraising.

Public statements by employees/engaged persons may be taken as reflecting on Rehab Group's policy or illustrative of Rehab Group's attitudes. Information intended for use by the media should only be issued through authorised spokespersons.

The leaking of confidential information to any source is not permitted.

5.4.2 Employees must respect the constraints of the law.

5.4.3 Employees must not improperly disclose, during or following termination of employment, information gained in the course of their work.

5.4.4 Employees may have access to or hear information concerning the medical or personal affairs of people availing of the services of Rehab and/or employees, or other Rehab Group business. Such records and information are strictly confidential and can only be divulged or discussed in the performance of normal duty. Disclosure of records or information under various statutory provisions (e.g. Freedom of Information Acts 1997 and 2003; Data Protection Acts 2001 and 2003; the Health Acts 1947 to 2007) will be made in accordance with Rehab Group's policies, procedures and protocols.

5.4.5 Employees/engaged persons must maintain high standards of service in all of their dealings with the public.

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5.4.6 Employees/engaged persons who are convicted of criminal offences, or given the benefit of the Probation Act when tried for a criminal offence, must report that fact to the organisation. The employee/engaged person must make such a report to his/her Line Manager (who, in turn, will advise the People & Culture (HR) Department) or directly to the Director of People & Culture.

There is an onus on all employees to inform their Line Manager of any information such as serious acts of dishonesty, convictions, or impending legal action against an employee of Rehab Group which could potentially bring the organisation's reputation into disrepute.

There is also an onus on employees/engaged persons to inform their Line Manager of any offence than minor traffic offences or any other offence which in the opinion of Rehab Group may affect their position with the organisation.

Employees are required to report any breach of Rehab Group's policies or procedures, which they become aware of, with regards to themselves or any other employee(s) with immediate effect.

It should be noted that employees/engaged persons working or providing services for Rehab Group are subject to continued satisfactory Police Checks/Clearance with the relevant Policing Authority as per each jurisdiction which Rehab Group operates within.

5.4.7 Employees/engaged persons are required to have due regard for Rehab Group resources to ensure proper, effective and efficient use of public money.

5.4.8 The use of their official position by employees/engaged persons to benefit themselves or others with whom they have personal or business ties is not allowed. Employees/engaged persons are also forbidden to seek to influence decisions on matters pertaining to their official positions other than through established policies and procedures.

5.4.9 Employees/engaged persons are likely in the course of their employment to obtain knowledge of trade secrets, know-how,

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business information and other confidential information relating to Rehab Group and its Associated Companies and their customers and all employees will be bound by the following restrictions in order to safeguard such trade secrets, know-how and information and the goodwill of Rehab Group.

Employees may not during the period of their employment with Rehab Group, without prior written consent of Rehab Group, be engaged, concerned or interested whether directly or indirectly in any capacity in any business or employment, which is similar to or in competition with the business of Rehab Group or which may in Rehab Group's opinion prejudice employees to act at all times in Rehab Group's best interests.

Employees may not engage in outside business or activity which would in any way conflict with the interests of Rehab Group. Employees shall not accept an appointment, or particular consultancy project, where the employees concerned believe that the nature and terms of such appointment could lead to a conflict of interest or the perception of such, without first obtaining the approval of the People & Culture (HR) Department.

Involvement in outside occupations during off-duty time should not be engaged in to the extent of impairing the individual's performance or ability to carry out their work or indeed be inconsistent with their work with Rehab Group in line with relevant legislation.

The use of Rehab Group premises, property or facilities unconnected with their duties is strictly prohibited.

The use of anyone availing of the services of Rehab Group premises, property or facilities unconnected with their duties is strictly prohibited.

5.4.10 Employees/engaged persons should not receive Gifts, Gratuities or Hospitality from a third party which might reasonably be seen to compromise their personal judgement or integrity. Any benefits received should be of low intrinsic value. All gifts and

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benefits received must be disclosed to the employee's Line Manager.

5.4.11 Employees/engaged persons should not accept hospitality of any kind from a third party which might reasonably be seen to compromise their personal judgement or integrity as per the Gifts and Gratuity Policy.

5.4.12 Employees must not seek contracts with government departments or offices for supply of goods or services whether for their own benefit or for the benefit of any company with which they may have an involvement in a private capacity, unless specifically sanctioned by the Chief Executive Officer of Rehab Group. This includes failure to declare a vested interest in contracts and accepting favours or bribes from parties outside Rehab Group in return for acts by the employee/engaged person on behalf of Rehab Group.

5.4.13 There is an expectation that all employees/engaged persons who work or provide services for Rehab Group will respect other people's property and that of Rehab and should not be in possession of said property without having received prior consent

5.4.14 Employees/engaged persons should not participate in any activity that could be considered as fraudulent and this includes deception, concealment, abuse of official time and facilitates and deliberate falsification of records

5.4.15 Employees/engaged persons, within Rehab Group, must not solicit or accept money from any other persons connected with Rehab Group e.g. anyone availing of the services of Rehab, other employees, etc. Nor should an employee/engaged person who works or provides services within Rehab Group offer, or loan money, to any other person connected with Rehab Group.

5.4.16 No employee/engaged person within Rehab Group should solicit or request to be included in the will of any person connected with Rehab Group either on their personal behalf, any other individual's behalf or Rehab Group's behalf. In the instance

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whereby an employee/engaged person is left a bequest in the will of any individual connected with Rehab Group, should be reported to their Line Manager with immediate effect.

5.4.17 No employee/engaged person within Rehab Group should sell assets on behalf of any other persons connected with Rehab Group. Should an individual be requested to do so, they should inform their line manager as soon as possible thereafter.

It should be noted that this list is not intended to be exhaustive and that there may be other offences of a similar nature that could warrant disciplinary action up to and including dismissal even for a first offence.

6 .0 ROLES & RESPONSILBITIES

6.1 All

To expect to be dealt with properly, fairly, openly, and impartially at all times and if not to make an appropriate report.

6.2 Employees

To go about their duties in a way that is consistent with this code.

6.3 Line Managers

To lead by example and take seriously any breaches that are brought to their attention.

6.4 People & Culture - Human Resources

To ensure via Line Managers, that all employees are made aware of this code, are given appropriate guidance and are immediately updated on any changes, and to act responsibly upon any reported breaches.

6.5 Executive Directors/Board Members

To ensure full support and co-ordination with the implementation of this Code.

7.0 EVALUATION & AUDIT

This policy is not intended to be an exhaustive list of guidelines and will be reviewed every three (3) years from first enactment. Management

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reserves the right to amend this policy as needed. Any such changes will be notified to all.

8.0 REFERENCES

All relevant and applicable legislation in all jurisdictions which Rehab Group operates within.

9.0 RELATED PPPGS

All Rehab Group Policies and Procedures

10.0 APPENDICES

Appendix 1 – Employee Confidentiality

Appendix 2 – List of Reviewers

Appendix 3 – Read & Understood



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Appendix 1 – Guidelines for Employee/Engaged Persons Confidentiality and Handling Confidential Information

Employee/Engaged Persons Confidentiality and Handling Confidential Information

Confidentiality is central and an integral part of Rehab Group, it offers safety and privacy. Information given is held in strict confidence and in line with the Data Protection legislation. Rehab Group is responsible for ensuring that all management and employees/engaged persons involved in dealing with confidential information and data receive appropriate training, supervision and support regarding confidentiality. All must sign a Confidentiality Agreement and their Line Manager is responsible for ensuring that this Agreement is signed and returned to the People & Culture (HR) Department.

All are expected to exercise care to keep safe all documentary or other material containing confidential information, and at cessation of an individual's involvement with Rehab, or at any other time upon request, return to Rehab Group, any such material in their possession. Alleged breaches in confidentiality will be promptly considered and fairly and reasonably investigated. Individuals must be held to account for their own performance, responsibilities and conduct. Breaches of the confidentiality will constitute a breach of the terms of employment and may result in disciplinary action being pursued in accordance with agreed procedures.

Employees/engaged persons of Rehab Group must treat as confidential any information of a confidential or proprietary nature provided to them by the Company, Group Company or data which they have access too through third party organisations, including any trade secrets, secret or confidential operations, processes or dealings or any information concerning the organisation, business, finances, transactions or affairs of the Company, its Associated Companies or their existing or potential customers which may come to your knowledge during the period of your employment with the Company ("**Confidential Information**") Employees must not at any time and for any reason, whether before or after the cessation of their employment, disclose or permit to be disclosed to any person or otherwise make use of or permit to be used

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any such Confidential Information, otherwise than for the purpose of the performance of their duties as Employees.

In particular, Employees must keep all information relating to the Company's or any Group Company's business methods, systems, processes, new technologies, operating procedures, customers, persons availing of the services of Rehab and business in general confidential at all times. Employees must not disclose any Confidential Information concerning the business of the Company or the Group Company without the express written consent of the Company or any Group Company as the case may be.

You will not during the term of your employment with the Company make otherwise than for the benefit of the Company or any Associated Company any notes or memoranda relating to any matter within the scope of the business of the Company, its Associated Companies or their existing or potential customers or concerning any of the dealings or affairs of any such company nor will you either during the term of your employment with the Company or afterwards use or permit to be used any such notes or memoranda otherwise than for the benefit of the Company or any Associated Company, it being the intention of the parties that all such notes or memoranda made by you will be the property of the Company and left at its offices upon the termination of your employment with the Company.

Provided, however, that Employees are entitled to disclose or make use of confidential information to the extent that:

- (i) such information has previously come into the public domain through no fault of the Employee;
- (ii) they are required to do so by law or by any order of a court of competent jurisdiction or any relevant regulatory body; or
- (iii) following the cessation of the Employee's employment, the relevant information forms part of the Employee's acquired skill and knowledge.

Any intellectual property rights contained in any information referred to in this clause are and shall remain the property of the Company.

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Wrongful Disclosure

Wrongful disclosure can occur in a number of ways – it can either be act or omission.

The first would be where confidential information id deliberately passed on to a third party.

The second would be where confidential information is disclosed to a third party through negligence.

Wrongful disclosure will be considered as an act of Gross Misconduct and will result in disciplinary action.

Limits to Confidentiality

In exceptional circumstances, Rehab may need to break confidentiality if they believe there is a real intent of serious harm or danger to anyone availing of the services of Rehab or another individual. Such circumstances may pertain to issues of abuse, sexual abuse, rape, self-harm, suicidal ideation or criminal activity. In as far as is possible, in such cases, a full explanation will be given regarding the necessary procedures that may need to be taken.

Data Protection Responsibilities

In addition to the duty of care regarding confidentiality outlined above, the Data Protection Acts impose legal obligations on Rehab and its employees.

Rehab Group’s Data Protection Policy outlines the Data Protection practices and procedures and is available on SharePoint.

Please sign the Confidential Agreement to confirm that you have received, read and understood and return to the People & Culture (HR) Department.

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CONFIDENTIALITY AGREEMENT

I have read and understand the content of the **Guidelines for Employee/Engaged Persons Confidentiality and Handling Confidential Information** and **I agree to act in accordance with this.**

I am aware that information:

- is or has been obtained during, or in the course of employment, or has otherwise been acquired in trust due to involvement with Rehab Group,
- relates particularly to Rehab Group's business, its employees, its persons that avail of its services or that of other persons or bodies with whom Rehab Group has dealings of any sort, and
- has not been made public by, or with Rehab Group's authority, is confidential, and (save in the course or business or as required by law), an employee shall not, at any time, whether before or after the end of their involvement, disclose such information in any form to any person without Rehab Group's written consent.

I agree to exercise care to keep safe all documentary or other material containing confidential information, and at the time of end of my involvement with Rehab Group, or at any other time upon request, return to Rehab Group, any such material in my possession.

I agree not to disclose any information held by Rehab Group and not independently available to a third party without the individual's written consent and permission from Management.

I realise that breach of confidentiality is considered an act of Gross Misconduct and is subject to disciplinary action.

I confirm that I have received, read and understood the Code of Conduct Policy.

Signed: _____

Date: _____

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Appendix 2 – List of Reviewers

The following named individual authors/ reviewers to this policy area.

Author/Reviewer	Division	Name(s)
Authors	Rehab Group	Yvonne Clarke
Reviewer (s)	Rehab Group	Senior People & Culture Leadership Team

Appendix 3 – Read & Understood

I have read, understand and agree to adhere to the attached Protection of Code of Conduct Policy, Procedure, Protocol/ SOP or Guideline:

Print Name	Signature	Date