



I CAN STANDARDS OF CONDUCT

Introduction

Each and every one of us should act courteously and with respect for others, whether inside or outside the organisation. This policy applies equally to how we treat our colleagues and people outside the organisation we may come into contact with.

All colleagues, including our trustees and other volunteers, have a responsibility for challenging questionable behaviour or practices which are not in keeping with our values.

I CAN may vary this policy at any time, including in circumstances where the law, or the particular facts of the case, require this to be done. This policy covers the following;

- Personal appearance and dress standards
- Smoking
- Drugs and alcohol
- Social functions and training events
- DBS checks
- Diversity and equality
- Anti-bullying and harassment

When working with other parties such as consultants, it is the responsibility of the manager/ employee involved to ensure that these standards are made clear and adhered to.

Personal Appearance and Dress Standards

All employees are required to be neat, clean, well-groomed and presentable, whether working on I CAN's premises, client's premises or elsewhere.

If an employee is provided with any clothing which I CAN deems to be necessary for health and safety reasons (i.e. personal protective equipment), the employee is expected to wear it at all times whilst working in potentially hazardous situations.

If the employee's job brings them into contact with machinery, for health and safety reasons hair must be kept short or tied back at all times and the employee must not wear jewellery including wedding/engagement rings.

Finally, I CAN accepts that members of certain ethnic or religious groups are subject to strict religious or cultural requirements in terms of their clothing and appearance. Subject to the necessary health and safety requirements, I CAN will not insist on dress rules which run counter to the cultural norms of such employees.

If you are uncertain as to whether particular items of clothing are acceptable or not, employees should speak to their line manager.



Smoking

Smoking is not allowed in any part of our premises or grounds. We regard smoking as anything that can be smoked or vaped which include, but are not limited to, cigarettes, electronic cigarettes, pipes (including water pipes such as shisha and hookah pipes), personal vaporizers, cigars and herbal cigarettes.

Smokers are requested not to smoke immediately outside our offices, schools, client's premises or their work base. This applies to staff, visitors and any contractors.

Staff based in premises not owned or rented by I CAN (temporarily or otherwise) are expected not to smoke in any part of the premises or grounds, including offices, corridors, toilets and car parks. Smokers are requested not to smoke immediately outside any office or work base.

Smoking of any kind is not permitted in vehicles used for official business.

A breach of this policy will be treated as gross misconduct and could lead to dismissal.

Drugs and Alcohol

We do not allow employees to consume alcohol or non-prescription drugs on our premises. Employees will not be allowed to work if an employee is suspected to be under the influence of alcohol or drugs as this may impair the employee's ability to work safely.

Employees must not drink alcohol at any time during working hours without the express permission of their manager. Under no circumstances should employees take non-prescriptive drugs during work hours where these cannot be purchased over the counter.

Action will be taken under the disciplinary procedure if misconduct takes place at work as a result of consuming alcohol or drugs or if an employee is found to be under the influence of alcohol or drugs while at work. Incapacity through alcohol or drugs at work is considered to be gross misconduct and could lead to summary dismissal.

Social Functions and Training Events

Employees are encouraged to attend our social functions and other events. However, employees must treat any colleagues and other individuals present with respect at all times. Where alcohol is available employees should drink moderately and behave in an appropriate and responsible manner.

If an employee's out of work conduct seriously undermines I CAN's trust and confidence in the employee, whether at a work-related social occasion or otherwise, this could result in dismissal.

DBS checks

All employees based in our schools, including school governors, are expected to have an enhanced DBS check, including the Director line managing the School Principals. In addition, all speech and language advisers located outside the schools must have a basic DBS check.

Continuity of employment is subject to ongoing satisfaction here. Please reference the safeguarding policy for more information on this.

Diversity and Equality

I CAN is committed to being an equal opportunity employer and strives to ensure equal opportunity and fair treatment of its staff at all times. It is I CAN's policy to treat all job applicants and employees equally.

I CAN expects all employees to treat colleagues fairly and legally. Any acts of discrimination, harassment or victimisation by an employee will be treated as a serious disciplinary offence.

I CAN will not unlawfully discriminate on the grounds of age, colour, disability, ethnic or national origin, gender, gender reassignment, marital or civil partnership status, nationality, pregnancy, race, religion or belief, or sexual orientation (together, the "Prohibited Grounds") or otherwise on grounds of a worker's trade union membership, part-time or fixed-term status.

This policy should be read in conjunction with the Grievance Procedure and Anti-Bullying and Harassment Policy (see below).

The aims of this policy are to ensure that:

- Employees work in an open equal opportunities environment that is free from unlawful discrimination, including harassment and victimisation
- Employees are treated equally and fairly within each aspect and at each stage of the employment relationship, and have an unhindered opportunity to achieve their full potential
- The message which it seeks to promote is widely communicated so that no one is in doubt as to what constitutes unacceptable behaviour within the organisation
- Employees have a clear understanding of their rights and responsibilities under the policy
- In order to ensure that I CAN has access to the widest pool of talent and secures the best employees for its needs, opportunities for employment will be open to all suitably qualified candidates. I CAN will strive to engage an ability-based workforce which reflects the multi-cultural nature of I CAN's local communities and labour markets
- I CAN will continually monitor and review the effectiveness of this policy and its workplace practices with a view of identifying problems and taking necessary steps to eradicate unlawful discrimination where it is discovered
- All employees, including those in key decision making areas, will receive equal opportunities training on the effective operation of this policy
- I CAN has in place a clear, efficient and effective means of addressing concerns regarding equal



opportunity matters

- An employee who makes a complaint under this policy in good faith will not be victimised or treated less favourably as a result

The Diversity and Equality Policy applies equally to the treatment of I CAN's visitors, clients, customers, suppliers and other business contacts by I CAN's staff.

Employees shall not be unfairly disadvantaged by any policies, conditions of employment, requirements, provisions, criteria, procedures or practices which cannot be justified as necessary on operational grounds.

Harassment in any form is not tolerated under any circumstances by I CAN. No employee shall be victimised for taking proper and legitimate action against discrimination or harassment, or instructed or put under pressure to discriminate against, or harass, anyone.

If an employee believes they have not been accorded equal treatment, the employee should raise the matter immediately with their manager in the first instance. Where appropriate, or if it is not possible to raise the matter with their manager, the employee should make use of I CAN's Grievance Procedure.

Any complaints or allegations regarding potential breaches of this policy will be treated very seriously and in confidence. Complaints may be investigated by I CAN where it considers this to be appropriate.

If an employee feels that they are the victim of harassment, the employee should be aware that I CAN have a specific procedure for dealing with such complaints. In these circumstances, please refer to I CAN's separate Bullying and Harassment Policy (see below).

I CAN wishes to make it clear however that the act of lodging false complaints, or complaints in bad faith, will be viewed by I CAN as an act of misconduct and will normally result in disciplinary action being taken by I CAN against the employee concerned.

If an employee discriminates against or harasses any other worker on any of the Prohibited Grounds, the employee will be subject to disciplinary action. In serious cases, such behaviour may constitute gross misconduct, and may result in dismissal without notice. I CAN will always take a strict approach to breaches of this policy.

People with Disabilities

If an employee is disabled, or becomes disabled in the course of their employment or engagement with us, they are encouraged to tell us about their condition. The employee may also wish to discuss with their manager any reasonable adjustments to their working conditions or the duties of their job which they consider are necessary, or which would assist them in the performance of their duties. The line manager may wish to consult with the employee concerned and, with medical advice, where appropriate, take steps to make possible reasonable adjustments. Where desirable, I CAN may request that the employee concerned attends an examination with a medical professional nominated by I CAN, and at I CAN's expense, in order to fully assess the condition.

Careful consideration will be given to any proposals that are put forward in terms of making adjustments and they will be accommodated, where reasonable. Nevertheless, there may be



circumstances where it will not be reasonable for I CAN to accommodate the suggested adjustments. In these circumstances, I CAN will provide the employee concerned with details of the basis for I CAN's decision in this respect.

Anti-Bullying and Harassment

The purpose of this policy is to ensure that all employees are treated with dignity and respect, free from harassment or other forms of bullying at work. It sets out examples of the type of conduct that may constitute harassment or bullying and I CAN's commitment to eliminating such conduct.

Harassment in any form is not tolerated under any circumstances by I CAN. No employee shall be victimised for taking proper and legitimate action against discrimination or harassment, or instructed or put under pressure to discriminate against, or harass, anyone.

I CAN may amend it at any time or depart from it depending on the circumstances of the case.

Where harassment or bullying is shown to have taken place, it will be dealt with under the disciplinary procedure as a form of misconduct. In some cases it may be treated as gross misconduct leading to dismissal without notice.

I CAN is also responsible for ensuring that every employee is protected from unlawful harassment, bullying or discrimination in the course of work on the grounds of sex, sexual orientation, marital or civil partnership status, gender reassignment, race, religion or religious belief, colour, nationality, ethnic or national origin, disability or age.

Individual employees may also, in some cases, be held personally liable for harassing other workers or third parties, and may be ordered to pay compensation by a court or Employment Tribunal (ET).

All employees are responsible for treating their colleagues with dignity and respect. For the success of this policy everyone should ensure that they take the time to read and understand it. Every employee should consider whether their words or conduct could be offensive to others. Even unintentional harassment or bullying is not acceptable.

Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating the recipient's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

A single incident of unwanted or offensive behaviour to one individual can amount to harassment.

Examples of harassment include:

- Unwanted physical conduct or "horseplay". Physical conduct ranges from touching, pinching, pushing or brushing past someone or invading their personal space, to grabbing, shoving, punching and more serious forms of physical or sexual assault
- Unwelcome sexual behaviour, which the harasser may perceive as harmless flirting, and which may involve unwanted suggestions, advances, propositions or pressure for sexual activity
- Suggestions that sexual favours may further an employee's career or that refusal of sexual favours may hinder it

- Continued suggestions for social activity within or outside the workplace after it has been made clear that such suggestions are unwelcome
- Inappropriate behaviour whether in the form of offensive or intimidating comments or gestures or insensitive jokes or pranks
- The sending or displaying of material that is pornographic or obscene or that some individuals or groups may find offensive (including emails, text messages, video clips and photographs taken or sent using mobile phones or via the internet)
- Ignoring or shunning a worker, for example, by deliberately excluding them from a conversation or a workplace social activity

Bullying is offensive, intimidating, malicious or insulting behaviour which, through the abuse or misuse of power, makes the recipient feel vulnerable, upset, humiliated and threatened. Power includes both personal strength and the power to coerce others through fear or intimidation.

Bullying is often a form of harassment and can undermine an individual's self-confidence, competence and self-esteem. As with harassment, bullying can take the form of physical, verbal and non-verbal conduct.

Legitimate and constructive criticism of a worker's performance or behaviour or reasonable requests made of workers in the course of their employment will not constitute bullying.

Examples of bullying include:

- Shouting at, being sarcastic towards, ridiculing or demeaning others
- Physical or psychological threats
- Overbearing and intimidating levels of supervision
- Inappropriate and/or derogatory remarks about a colleague's performance
- Abuse of authority or power by those in positions of seniority
- Unjustifiably excluding colleagues from meetings or communications

This policy covers harassment or bullying which occurs both in the workplace itself and in settings outside the workplace, such as business trips, events or social functions organised for or on behalf of I CAN.

If an employee believes they are being subjected to harassment or that a colleague is being bullied the employee should not hesitate to use the procedure set out below.

If the employee considers that they are being bullied or harassed, the employee should initially attempt to resolve the problem informally with the person responsible if they feel able to, and explain clearly to them that their behaviour is not welcome or makes the employee feel uncomfortable. If the employee feels unable to do this, then they are advised to speak to their manager.

If informal steps have not been successful or would not be appropriate, the employee should contact Human Resources or the School Principal or a Director putting the complaint in writing and giving full details including dates, witnesses and any actions that have been taken to try to stop it from occurring.

Complaints will be investigated in a timely and confidential manner to establish full details of what happened. The employee's name and the name of the alleged harasser or bully will not be divulged other than on a 'need to know' basis to those individuals involved in the investigation. The



investigation will be thorough, impartial and objective, and will be carried out with sensitivity and with due respect for the rights of all parties concerned.

Consideration will be given to whether the alleged harasser or bully should be redeployed temporarily, or suspended on full pay or whether reporting lines or other managerial arrangements should be altered pending the outcome of the investigation.

At the outset of the investigation, the person investigating will meet with the employee raising the issues to hear their account of events leading to the complaint. The employee may be accompanied by a colleague or a trade union official of their choosing. Further meetings will be arranged with the employee, as appropriate, throughout the investigation and/or at its conclusion.

The person investigating will also meet with the alleged harasser or bully who may also be accompanied by a colleague or trade union official of their choosing. It may also be necessary to interview witnesses to any of the incidents mentioned in the complaint.

At the conclusion of the investigation, the person investigating will submit a report to a Director for consideration. The Director will liaise with Human Resources and usually arrange a meeting with the complainant to confirm the outcome of the investigation.

If the Director finds that harassment or bullying has occurred, action will be taken to stop the harassment or bullying immediately and prevent its recurrence. The findings will be dealt with under I CAN's disciplinary procedure. Consideration will be given to whether the harasser or bully should be dismissed and, if not, whether they should remain in their current post or be transferred.

Even where a complaint is not upheld, consideration will be given to how the ongoing working relationship between you and the alleged harasser or bully should be managed. This may involve, for example, arranging some form of mediation or counselling or a change in the duties or reporting lines of either party.

If an employee makes a complaint or participates in good faith in any investigation conducted under this policy, the employee will be protected from any form of intimidation or victimisation as a result of their involvement.

If, after investigation, the employee is found to have deliberately provided false information or to have acted in bad faith, the employee will be subject to action under the disciplinary procedure.