

**Code of Practice**  
**For**  
**Norris & Harding Employee's**

**Norris & Harding (Aldershot) Ltd**

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## **Introduction**

This document contains agreed codes of practice for Norris & Harding's Employee's describing the standards of conduct and practice within which they should work. This introduction is intended to help you understand what the codes are for and what they will mean to you as a Norris & Harding's employee.

## **What are the codes?**

The Code of Practice for Norris & Harding's Employee's is a list of statements that describe the standards of professional conduct and practice required of Norris & Harding's employee's as they go about their daily work. The intention is to confirm the standards required at Norris & Harding and ensure that workers know what standards of conduct Norris & Harding, colleagues, clients and the public expect of them.

The codes are intended to reflect existing good practice and it is anticipated that workers will recognise in the codes the shared standards to which they already aspire.

## **What do the codes mean to you?**

As a Norris & Harding employee you will have criteria to guide your practice and be clear about what standards of conduct you are expected to meet. You are encouraged to use the codes to examine your own practice and to look for areas in which you can improve.

## **Code of Practice for Norris & Harding Employee's**

The purpose of this code is to set out the conduct that is expected of Norris & Harding Employee's and to inform clients and the public about the standards of conduct they can expect from Norris & Harding employees. It forms part of the Norris & Harding policies and procedures that Norris & Harding employees must meet. Norris & Harding employees are responsible for making sure that their conduct does not fall below the standards set out in this code and that no action or omission on their part affects the clients or workmanship of the works.

## **Status**

Norris & Harding expects it's employee's to meet this code and may take action if any workers fail to do so.

Norris & Harding as an employer of building trades workers are required to take account of this code in making any decisions about the conduct of their staff.

## **Norris & Harding Employee's must:**

- Protect the rights and promote the interests of their employer and clients;
- Strive to establish and maintain the trust and confidence of clients;
- Uphold public trust and confidence in Norris & Harding services;
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

**1** As a Norris & Harding employee, you must protect the rights and promote the interests of the company.

This includes:

- 1.1 Treating each person as an individual;
- 1.2 Respecting and, where appropriate, promoting the Individual views of clients and other employee's;
- 1.3 Respecting and maintaining the dignity and privacy of clients;
- 1.4 Promoting equal opportunities for all clients and employee's;
- 1.6 Respecting diversity and different cultures and values.

**2** As a Norris & Harding employee, you must strive to establish and maintain the trust and confidence of clients and other employee's.

This includes:

- 2.1 Being honest and trustworthy;
- 2.2 Communicating in an appropriate, open, accurate and straightforward way;
- 2.3 Respecting confidential information and clearly explaining Norris & Harding's policies about confidentiality to clients and other employee's;
- 2.4 Being reliable and dependable;
- 2.5 Honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why;

- 2.6 Declaring issues that might create conflicts of interest and making sure that they do not influence your judgement or practice.

**3** As a Norris & Harding employee, you must promote the Health & Safety of all employee's and the client.

This includes:

- 3.1 Using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice;
- 3.2 Following practice and procedures designed to keep you and other people safe from violent and abusive behaviour at work;
- 3.3 Bringing to the attention of Norris & Harding resource of operational difficulties that might get in the way of the delivery of your work;
- 3.4 Informing your employer where the practice of colleagues may be unsafe or adversely affecting standards of work;
- 3.5 Complying with Norris & Harding Health and Safety policies, including those relating to substance abuse;

**4** As a Norris & Harding employee, you must respect the rights of clients while seeking to ensure that their presence does not harm themselves or other people.

This includes:

- 4.1 Recognising that client's have the right to visit sites and helping them to identify and manage potential and actual risks to themselves and others;

- 4.2 Following risk assessment policies and procedures to assess whether the behaviour of the client presents a risk of harm to themselves or others;
- 4.3 Taking necessary steps to minimise the risks of client's from doing actual or potential harm to themselves or other people;
- 4.4 Ensuring that Norris & Harding and relevant colleagues are informed about the outcomes and implications of risk assessments.

**5** As a Norris & Harding employee, you must uphold public trust and confidence in Norris & Harding services.

In particular you must not:

- 5.1 Abuse, neglect or harm client's or colleagues;
- 5.2 Exploit client's or colleagues in any way;
- 5.3 Abuse the trust of client's or the access you have to personal information about them or their property, home or workplace;
- 5.4 Form inappropriate personal relationships with clients;
- 5.5 Discriminate unlawfully or unjustifiably against client's or colleagues;
- 5.6 Condone any unlawful or unjustifiable discrimination by client's or colleagues;
- 5.7 Put yourself or other people at unnecessary risk;
- 5.8 Behave in a way, in work or outside work, which would call into question your suitability to work at Norris & Harding.

- 6** As a Norris & Harding employee, you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

This includes:

- 6.1 Meeting relevant standards of practice and working in a lawful, safe and effective way;
- 6.2 Maintaining clear and accurate records as required by procedures established for your work;
- 6.3 Informing your employer or the appropriate authority about any personal difficulties that might affect your ability to do your job competently and safely;
- 6.4 Seeking assistance from your employer if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter;
- 6.5 Working openly and co-operatively with colleagues and treating them with respect;
- 6.6 Recognising that you remain responsible for the work that you have delegated to other workers;
- 6.7 Recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them;
- 6.8 Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others.