

### Introduction

At Greener Ealing Limited (GEL) we believe that our people are our greatest asset: we have every confidence that they will endeavour to work to the highest possible standards in performing their duties and will act respectfully, with integrity, honesty, impartiality and objectivity at all times.

This Employee Code of Conduct is intended to offer assistance by setting out in detail the standards of conduct and ethical behaviour GEL expects from all its employees. It is important therefore, that every GEL employee reads this document, signs up to it, and adheres to its content.

The code should be seen as complementary to other GEL policies and procedures which lay down expected standards - such as the Equality & Diversity policy, Dignity policy, GDPR policy and Whistleblowing policy. Similarly, professional employees are also bound by their standards of professional conduct.

### Our Values – 4 Cs

Our values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our vision of being one of the leading environmental service providers in West London. For GEL this means:

1. **Customer comes first** - remembering our purpose and doing our very best for the people we serve;
2. **Collaboration** – with workmates and others - working together
3. **Caring** - about the health, safety, welfare and wellbeing of our employees;
4. **Committed** – to delivering services, to innovation, tackling problems and finding better ways of working.

Our Code of Conduct builds on these, illustrating and clarifying our commitment to lawful and ethical conduct in our activities and decision making. It provides examples of both how GEL acts as a company and what is expected from each and every employee to ensure the highest ethical standards are met.

### Dealing with People

GEL exists to provide a range of waste, recycling, street cleaning, grounds maintenance and associated services for the benefit of residents, businesses and visitors to the Borough. GEL has stated that it will provide the best possible services to meet the needs of all of its customers and clients within the resources available and will treat them all with dignity and fairness. It is your responsibility to act in accordance with this principle at all times.

### **Dealing with the GEL Board**

The GEL Board governs the business and ethical standards of GEL. Any employees who are required to provide professional advice to the Board or its members, must ensure that this is impartial and not influenced by political views or preference, so as to avoid accusations of bias.

### **Dealing with contractors, suppliers and consultants**

If you are responsible for ordering and paying for goods, works or services you must abide by GEL's standing orders, contract procedure rules and financial procedure rules.

### **Equality and Diversity**

All employees are required to treat colleagues and the public in a fair and equitable way, avoiding unfair discrimination in any form and anything that would demean, distress or offend other people. Employees must comply with GEL's policies on Equality and Diversity and Dignity in addition to the requirements of the law.

### **Honesty**

GEL expects and trusts its employees to be honest in their work. The public are entitled to have absolute confidence in the trustworthiness and honesty of GEL employees. Any action which breaches that trust or damages or undermines the public's confidence will be considered as an act of gross misconduct and may result in disciplinary action up to and including dismissal.

### **Conflict of interest**

There may be occasions where there is scope for conflict between GEL's interests and your own. You must not allow your private interests or beliefs to conflict with your professional duty. You must not misuse your official position or information acquired in the course of your employment to further your private and personal interest or the interests of others. You are required to declare in writing any conflict of interest to your manager.

### **Gifts and hospitality**

You are already paid for the work you do, but people may believe they will get better service or more favourable treatment if they provide additional payments or offer you favours: this is not the basis on which GEL delivers or purchases services (or goods). You are required to declare in writing to your manager any gifts and hospitality you may receive.

### **Private work**

While undertaking your role, your work judgements may be questioned and conflicts can arise. It is important that you are, and are seen to be, working conscientiously and

fairly for GEL and not leave yourself open to accusations of self-interest. You may undertake paid or unpaid work for yourself or other organisations but there are some rules that you must follow and certain declarations that you must make.

### Use of GEL assets

GEL assets comprise not only physical objects and financial resources but also computer data and information generally. We must ensure that we use the public funds entrusted to us in a responsible and lawful manner, ensuring value for money to the local community.

### Confidentiality

GEL customers and employees are entitled to protection of their privacy. In addition the Data Protection Act 1998 imposes a legal duty on individuals. You must keep all personal data confidential, whether computerised or manually held, and comply with the law and related GEL policies.

### Breaking the law

Breaking the law either at or away from work could damage public confidence in GEL, or could make you unsuitable for the work you do. You need to consider carefully whether you should advise your manager immediately if the police make any criminal charge against you or if you are convicted of a criminal or civil offence.

### Whistle blowing

Should you become aware of activities that you believe to be illegal, improper, unethical or otherwise inconsistent with the Employee Code of Conduct you must report this to your manager. GEL has a confidential reporting procedure (Whistle blowing policy) for reporting such concerns.

### Revision Status

Revision	Date	Amendment	Content Owner	Mandated By
First Issue	5 <sup>th</sup> July 2020		Bill Gilmour	Kevin O'Leary