

Code of conduct & disciplinary policy

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About this policy

The primary goal of [insert company name]'s Code of Conduct is to foster inclusive, collaborative and safe working conditions for all [insert company name] staff. As such, [insert company name] is committed to providing a friendly, safe and welcoming environment for all staff, regardless of gender, sexual orientation, ability, ethnicity, socioeconomic status, or religion (or lack thereof).

This policy (the "Disciplinary Policy") sets out the standards of conduct expected of all staff and provides a framework which managers can work with staff to maintain those standards and encourage improvement where necessary.

This policy applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors. If you are in any doubt as to what is expected of you under this policy speak to your manager. We may amend our disciplinary rules at any time.

The procedure contained in this policy is used to deal with misconduct. It does not apply to cases involving genuine sickness absence, proposed redundancies or poor performance. In those cases reference should be made to the appropriate policy in this Handbook.

Scope

The Code of Conduct applies to all [insert company name] staff. This includes full-time, part-time and contractor staff employed at every seniority level. The Code of Conduct is to be upheld during all professional functions and events, including but not limited to business

hours at the [insert company name] office, during [insert company name]-related extracurricular activities and events, while attending conferences and other professional events on behalf of [insert company name], and while working remotely and communicating on [insert company name] resources with other staff.

We expect all [insert company name] staff to abide by this Code of Conduct in all business matters -- online and in-person -- as well as in all one-on-one communications with customers and staff pertaining to [insert company name] business.

This Code of Conduct also applies to unacceptable behavior occurring outside the scope of business activities when such behavior has the potential to adversely affect the safety and well-being of [insert company name] staff and clients.

Culture

A supplemental goal of this Code of Conduct is to increase awareness of the relationships between our actions and their effects within [insert company name] culture.

We are guided by a commitment to our values: purpose, empowerment, courage, curiosity, and togetherness. We strive to create meaningful impact, take responsibility for our actions, and embrace growth. We believe in fostering a culture of curiosity, where asking "Why?" drives us forward, and a spirit of collaboration, where we celebrate successes and learn from challenges as a team. Through kindness, respect, and accountability, we aim to build a welcoming and supportive environment for everyone.

[insert company name] staff should always be respectful when dealing with other personnel as well as with people outside of [insert company name] employment.

Rules of conduct

The following behaviours are expected and requested of all [insert company name] staff:

- Participate in an authentic and active way.
- Exercise consideration and respect in your speech and actions at all times.
- Attempt collaboration before conflict.
- Be mindful of your surroundings and of your fellow participants.

While working for us you should at all times maintain professional and responsible standards of conduct. In particular, you should:

- 1.** Observe the terms and conditions of your contract;
- 2.** Observe all our policies, procedures and regulations which are included in the Staff Handbook or notified to you from time to time by means of notice boards, email, the intranet or otherwise;
- 3.** Take reasonable care in respect of the health and safety of colleagues and third parties; and
- 4.** Comply with all reasonable instructions given by managers.

Failure to maintain satisfactory standards of conduct may result in action being taken under this policy. You should also alert [insert company name] leaders if you notice a dangerous situation, someone in distress, or violations of this Code of Conduct, even if they seem inconsequential.

Misconduct

The following are examples of matters that will normally be regarded as misconduct and will be dealt with under our Disciplinary Procedure (below):

- 1.** Minor breaches of our policies (ie anti-bullying, confidentiality, unauthorised absence);
- 2.** Minor breaches of your contract;

3. Damage to, or unauthorised use of, our property;
4. Poor timekeeping;
5. Time wasting;
6. Unauthorised absence from work;
7. Refusal to follow instructions;
8. Excessive personal email or internet usage;
9. Obscene language or other offensive behaviour;
10. Negligence in the performance of your duties or,
11. smoking in no-smoking areas.

This list is intended as a guide and is not exhaustive.

Gross misconduct

Gross misconduct is a serious breach of contract and includes misconduct which, in our opinion, is likely to prejudice our business or reputation or irreparably damage the working relationship and trust between us. Gross misconduct will be dealt with under our Disciplinary Procedure and will normally lead to dismissal without notice or pay in lieu of notice (summary dismissal).

The following are examples of matters that are normally regarded as gross misconduct:

1. Deliberate and serious damage to property;
2. Actual or threatened violence, or behaviour which provokes violence;
3. Serious misuse of our property or name;

- 4.** Deliberately accessing internet sites containing pornographic, offensive or obscene material;
- 5.** Repeated or serious failure to obey instructions, or any other serious act of insubordination;
- 6.** Unlawful discrimination or harassment;
- 7.** Bringing the organisation into serious disrepute;
- 8.** Serious incapability at work brought on by alcohol or illegal drugs;
- 9.** Causing loss, damage or injury through serious negligence;
- 10.** Serious or repeated breach of health and safety rules or serious misuse of safety equipment;
- 11.** Serious breaches of confidence;
- 12.** Accepting or offering a bribe or other secret payment or other breach of our Anti-corruption and bribery policy;
- 13.** Conviction for a criminal offence that in our opinion may affect our reputation or our relationships with our staff, customers or the public, or otherwise affects your suitability to continue to work for us;
- 14.** Possession, use, supply or attempted supply of illegal drugs;
- 15.** Serious neglect of duties, or a serious or deliberate breach of your contract or operating procedures;
- 16.** Repeated unauthorised use or disclosure of personal data;
- 17.** Harassment of, or discrimination against, employees, contractors, clients or members of the public, related to gender, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, disability, religion or belief or age contrary to our Policies;

- 18.** Refusal to disclose any of the information required by your employment or any other information that may have a bearing on the performance of your duties;
- 19.** Giving false information as to qualifications or entitlement to work (including immigration status) in order to gain employment or other benefits;
- 20.** Knowingly taking parental, new parent or adoption leave when not eligible to do so or for a purpose other than supporting a child;
- 21.** Making a disclosure of false or misleading information under our Whistleblowing Policy maliciously, for personal gain, or otherwise in bad faith or making any untrue allegation in bad faith against a colleague;
- 22.** Victimising a colleague who has raised concerns, made a complaint or given evidence or information under our relevant policies or otherwise;
- 23.** Serious misuse of our information technology systems (including misuse of developed or licensed software, use of unauthorised software and misuse of email and the internet);
- 24.** Sexual misconduct towards one of your colleagues.
- 25.** Unlawful discrimination or harassment;

This list is intended as a guide and is not exhaustive.

Disciplinary procedure

Minor conduct issues

Minor conduct issues can often be resolved informally between you and your line manager. These discussions should be held in private and without undue delay whenever there is cause for concern.

Where appropriate, a note of any such informal discussions may be placed on your personnel file but will be ignored for the purposes of any future disciplinary hearings. In

some cases an informal verbal warning may be given, which will not form part of your disciplinary records but may be used for reference should formal action be taken in future.

Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (for example, because of the seriousness of the allegation).

If you have difficulty at any stage of the procedure because of a disability, you should discuss the situation with your manager as soon as possible.

Major conduct issues

In cases of gross misconduct, disciplinary action will be initiated immediately, with formal steps undertaken in line with our disciplinary policy. Personnel who violate this policy may face disciplinary consequences proportional to the severity of the violation, up to and including termination of employment.

If you experience difficulty at any stage of this process due to a disability, please discuss the situation with your manager as soon as possible.

Confidentiality

Our aim is to deal with disciplinary matters sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with an investigation or disciplinary matter.

You, and anyone accompanying you (including witnesses), must not make electronic recordings of any meetings or hearings conducted under this procedure.

You will normally be told the names of any witnesses whose evidence is relevant to disciplinary proceedings against you, unless we believe that a witness identity should remain confidential.

Investigations

The purpose of an investigation is to provide information for a disciplinary manager to establish a fair and balanced view of the facts relating to any disciplinary allegations against you, before deciding whether to proceed with a disciplinary hearing. The amount of investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. The investigating officer is independent from anyone that would be hearing the case in order to provide the fairest possible process.

Investigative interviews are solely for the purpose of fact-finding and no decision on disciplinary action will be taken until after a disciplinary hearing has been held.

You do not normally have the right to bring a companion to an investigative interview. However, we may allow you to bring a companion if it helps you to overcome any disability, or any difficulty in understanding English.

You must cooperate fully and promptly in any investigation. This will include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending investigative interviews if required.

Criminal Allegations

Where your conduct is the subject of a criminal investigation, charge or conviction we will investigate the facts before deciding whether to take formal disciplinary action.

We will not usually wait for the outcome of any prosecution before deciding what action, if any, to take. Where you are unable or have been advised not to attend a disciplinary hearing or say anything about a pending criminal matter, we may have to take a decision based on the available evidence.

A criminal investigation, charge or conviction relating to conduct outside work may be treated as a disciplinary matter if we consider that it is relevant to your employment.

Suspension

In some circumstances we may need to suspend you from work. The suspension will be for no longer than is necessary to investigate the allegations and we will confirm the arrangements to you in writing. While suspended you should not visit our premises or contact any of our clients, customers, suppliers, contractors or staff, unless you have been authorised to do so by The COO.

Suspension of this kind is not a disciplinary penalty and does not imply that any decision has already been made about the allegations. You will continue to receive your full salary and benefits during the period of suspension.

Notification of a hearing

Following any investigation, if we consider there are grounds for disciplinary action, you will be required to attend a disciplinary hearing. We will inform you in writing of the allegations against you, the basis for those allegations, and what the likely range of consequences will be if we decide after the hearing that the allegations are true. We will also include the following where appropriate:

1. A summary of relevant information gathered during the investigation;
2. A copy of any relevant documents which will be used at the disciplinary hearing; and
3. A copy of any relevant witness statements, except where a witness's identity is to be kept confidential, in which case we will give you as much information as possible while maintaining confidentiality.

We will give you written notice of the date, time and place of the disciplinary hearing. The hearing will be held as soon as reasonably practicable, but you will be given a reasonable

amount of time usually two to seven days, to prepare your case based on the information we have given you.

Right to be accompanied

You may bring a companion to any disciplinary hearing or appeal hearing under this procedure. The companion may be either a trade union representative (if applicable), or a colleague. You must tell your manager who your chosen companion is, in good time before the hearing. A companion is allowed reasonable time off from duties without loss of pay but no-one is obliged to act as a companion if they do not wish to do so.

If your companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, we may ask you to choose someone else.

We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help overcome a disability, or if you have difficulty understanding English.

Your companion may make representations to us and ask questions, but should not answer questions on your behalf. You may confer privately with your companion at any time during the hearing.

Procedure at a disciplinary hearing

The hearing will be chaired by the COO. The Investigating Officer will also be present.

At the disciplinary hearing we will go through the allegations against you and the evidence that has been gathered. You will be able to respond and present any evidence of your own.

You may ask relevant witnesses to appear at the hearing, provided you give us sufficient advance notice to arrange their attendance. You will be given the opportunity to respond to any information given by a witness.

We may adjourn the disciplinary hearing if we need to carry out any further investigations such as re- interviewing witnesses in the light of any new points you have raised at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.

We will inform you in writing of our decision and our reasons for it, usually within one week of the disciplinary hearing. Where possible we will also explain this information to you in person.

If you or your companion cannot attend the hearing you should inform us immediately and we will arrange an alternative time. You must make every effort to attend the hearing, and failure to attend without good reason may be treated as misconduct in itself. If you fail to attend without good reason, or are persistently unable to do so (for example for health reasons), we may have to take a decision based on the available evidence.

Disciplinary penalties

The usual penalties for misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits.

You will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or you have not yet completed your probationary period.

Stage 1: First written warning: A first written warning may be authorised by the chairperson of the disciplinary hearing. It will usually be appropriate for a first act of misconduct where there are no other active written warnings on your disciplinary record.

Stage 2: Final written warning: A final written warning may be authorised by the chairperson of the hearing.

It will usually be appropriate for:

1. Misconduct where there is already an active written warning on your record; or
2. Misconduct that we consider sufficiently serious to warrant a final written warning even though there are no other active warnings on your record.

Stage 3: Dismissal. Dismissal may be authorised by the chairperson. It will usually only be appropriate for:

1. Any misconduct during your probationary period;
2. Further misconduct where there is an active final written warning on your record; or
3. Any gross misconduct regardless of whether there are active warnings on your record. Gross misconduct will usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal). Examples of gross misconduct are set out above. The list is not exhaustive of the possible examples of gross misconduct.

Alternatives to dismissal. In some cases we may at our discretion consider alternatives to dismissal. These may be authorised by the chairperson and will usually be accompanied by a final written warning. Examples include:

1. Demotion.
2. Transfer to another department or job.
3. A period of suspension without pay.
4. Loss of seniority.
5. Reduction in pay.
6. Loss of future pay increment or bonus.
7. Loss of overtime.

The effect of a warning

Written warnings will set out the nature of the misconduct, the change in behaviour required, the period for which the warning will remain active, and the likely consequences of further misconduct in that active period.

A first written warning will usually remain active for six months and a final written warning will usually remain active for 12 months, but both warnings can remain active for longer if appropriate to the circumstances of the misconduct. Your conduct may be reviewed at the end of a warning's active period and if it has not improved sufficiently we may decide to extend the active period.

After the active period, the warning will remain permanently on your personnel file but will be disregarded in deciding the outcome of future disciplinary proceedings.

Appeals

If you feel that disciplinary action taken against you is wrong or unjust you should appeal in writing, stating your full grounds of appeal, to your manager within one week of the date on which you were informed of the decision.

The appeal must include the grounds and what redress is being sought. Grounds for an appeal will be:

1. New information is available not previously taken into account;
2. The process for considering misconduct was flawed and did not correctly follow the Company's policies and procedures;
3. The decision made during the procedure was not a decision that could reasonably have been made on the basis of the information available.

If you are appealing against dismissal, the date on which dismissal takes effect will not be delayed pending the outcome of the appeal. However, if your appeal is successful you will be reinstated with no loss of continuity or pay.

If you raise any new matters in your appeal, we may need to carry out further investigation. If any new information comes to light we will provide you with a summary including, where appropriate, copies of additional relevant documents and witness statements. You will have a reasonable opportunity to consider this information before the hearing, and you or your companion may comment on any new evidence arising during the appeal before any decision is taken.

We will give you written notice of the date, time and place of the appeal hearing. This will normally be two to seven days after you receive the written notice.

The appeal hearing will be a review of the fairness of the original decision in the light of the procedure that was followed and any new information that may have come to light. The appeal will be dealt with as impartially as possible.

Where possible, the appeal hearing will be conducted impartially by a more senior manager who has not been previously involved in the case. The Investigating Officer will also usually be present. You may bring a companion with you to the appeal hearing in the same way that you can at the original disciplinary hearings.

We may adjourn the appeal hearing if we need to carry out any further investigations in the light of any new points you have raised at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.

Following the appeal hearing we may:

1. Confirm the original decision;
2. Revoke the original decision; or

3. Substitute a different penalty.

We will inform you in writing of our final decision as soon as possible, usually within one week of the appeal hearing. Where possible we will also explain this to you in person.

There will be no further right of appeal.