



Gwynedd Code of Conduct

1. Aims and Objectives

- 1.1. The provisions of this Code of Conduct will apply to all CAB Gwynedd paid staff. It is the responsibility of all staff to read, understand and work in accordance with it.
- 1.2. The aim of this Code is to ensure that the rules and standards that CAB Gwynedd expects of its paid staff are clear and to provide a clear framework within which paid staff are expected to conduct themselves. The public and our clients expect conduct of the highest standards from CAB Gwynedd staff and their confidence would be shaken if we fell below these standards.

2. Principles

- 2.1. CAB Gwynedd expects individuals to follow all reasonable rules and instructions given by those supervising or managing their activities and/or work areas. Failure to do so and deliberate failure to adhere to the policies set out in this code of conduct will result in disciplinary action.
- 2.2. Staff are expected to have regard for the impact of their personal behaviour on CAB Gwynedd, colleagues, customers, the environment and our community. CAB Gwynedd does not seek to dictate how staff conduct themselves in their personal lives outside work. However, unlawful, anti-social or other conduct by staff which may jeopardise CAB Gwynedd's reputation or position will also be dealt with through the disciplinary procedure.

3. Equality

- 3.1. Staff must ensure that they treat colleagues and clients, fairly, impartially and with dignity and respect. Language and behaviour in the workplace must be conducive to productive and harmonious relationships.
- 3.2. One of CAB Gwynedd's core values is the promotion of inclusivity and valuing diversity. CAB Gwynedd seeks to ensure that the work environment for its staff is supportive, and one where individual respect is shown to all. All members of staff, regardless of their gender, race, ethnic background, culture, (dis)ability, sexual orientation, age, religion, socio-economic status or any other factor will be supported and encouraged to perform to their potential.

4. Harassment and bullying

- 4.1. CAB Gwynedd is committed to ensuring that everyone is able to work and to participate within CAB Gwynedd without fear of harassment, bullying or intimidation.
- 4.2. Everyone in CAB Gwynedd has a part to play by ensuring that their own behaviour, whether intentional or unintentional, does not constitute harassment.

- 4.3. CAB Gwynedd will take action against inappropriate behaviour which shows lack of respect for others or which leads people to feel threatened. See [Dignity at Work Policy](#).

5. Absence and time-keeping

- 5.1. Paid staff are contracted to work 9am – 5pm unless agreed otherwise with the Chief Executive. The working week is 37 hours. This equates to an average of 36 minutes of breaks each day which can be taken as two short breaks morning and afternoon and a lunch break. The timing of breaks should be agreed with your line manager in discussion with colleagues to minimise the disruption to the service.
- 5.2. Timing of all annual leave is subject to the needs of the employer and must be requested in advance and agreed with your immediate line manager. Annual leave in excess of 15 consecutive working days may only be taken by special arrangement and with the approval of the Chief Executive. Further information is included in your contract. Requests for special leave will be considered in accordance with the [special leave policy](#).
- 5.3. Any staff absent due to **sickness** or injury must inform their Line Manager by phone by 10.00am at the latest on the first day of sickness or injury and on each subsequent working day of absence until you have provided a GP's certificate. You should state the reason for absence and the date on which you expect to return. You should not simply leave a voicemail or email message or a message with a colleague.
- 5.4. In the event of absence due to sickness or injury for seven days or less (including Saturday / Sunday) on return to work you must complete a self-certification statement.
- 5.5. In the case of absence due to sickness or injury for more than seven days (including Saturday / Sunday) you must obtain and submit a doctor's certificate covering the period of absence (Known as a "fit note" or "Statement of Fitness for Work"). You must ensure that certificates are forwarded to the Office Manager to cover the entire period of absence. Further details can be found in your contract.
- 5.6. Sick pay will be paid in accordance with your contract. Where you return to work on reduced hours on medical advice, your pay will be reduced pro rata according to the number of hours worked.
- 5.7. If you are unable to reach your normal place of work for other reasons, contact your line manager to discuss options. We have reciprocal arrangements with neighbouring bureaux which mean that you may be asked to report to your nearest bureau instead of your usual place of work.

6. Staff Meetings

- 6.1. You are expected to attend staff meetings and training events when requested to do so by your line manager or the Chief Executive. If you are ever in doubt on this, discuss with your line manager.

7. Health and safety

- 7.1. CAB Gwynedd places a high priority on providing a safe working and learning environment and will act positively to minimise the incidence of all workplace risks as required by the Health and Safety at Work Act 1974 and other associated legislation. All activities should be carried out with the highest regard for the health and safety of staff, students, visitors and the public. Our aim is excellence in health and safety, by means of

continuous improvement of standards, and the comprehensive use of risk assessments so as to systematically remove the causes of accidents/incidents and ill-health. This, together with more specific aims and objectives, reflects CAB Gwynedd's commitment to promote employee well being. See [Health and Safety Policy](#) for further information.

8. Office Wear

- 8.1. CAB Gwynedd does not operate a formal dress code for its staff. However, staff must ensure that their dress is appropriate for the situation in which they are working and that they present a professional image that reflects sensitivity to client perceptions and which the public will have confidence in. This may reflect your ethnicity and lifestyle, but should not be provocative or cause offence to those with whom you have contact.

9. Data Protection

- 9.1. CAB Gwynedd holds and processes information on staff, volunteers and clients. Personal information must be handled and dealt with properly, however it is collected, recorded and used, and whether it be on paper, in computer records or recorded by any other means. The Data Protection Principles and further guidance are set out in the [Data Protection Policy](#) and you are expected to comply with this.

10. Use of Information and Communications Technology (ICT)

- 10.1. All CAB Gwynedd facilities and information resources remain the property of CAB Gwynedd and not of particular individuals, teams or bureaux.
- 10.2. When you are recording or obtaining information about individuals, make sure you are not breaking data protection legislation. You must obtain client consent for recording information about them and you must not access information or pass it on to anyone unless there is a clear business reason for doing so. Make sure you follow the [Acceptable Use of Petra Policy](#).
- 10.3. CAB Gwynedd IT Support is currently provided by IT Answers. They can be contacted by email support@itanswers.com or by phone 0161 974 0635.
- 10.4. Use of facilities for **leisure** or **personal purposes** (e.g. sending and receiving personal email, personal phone calls, playing computer games and browsing the internet) is permitted during breaks so long as such use does not:
- (a) incur specific expenditure for CAB Gwynedd
 - (b) impact on your performance of your job or role (this is a matter between each member of staff or volunteer and their line manager)
 - (c) break the law
 - (d) bring CAB Gwynedd into disrepute
 - (e) detrimentally affect the network performance by using large amounts of bandwidth (for instance by downloading / streaming of music or videos)
 - (f) impact on the availability of resources needed (physical or network) for business use.
 - (g) Endanger the security of CAB Gwynedd systems (e.g. by clicking on unsafe attachments within webmail (e.g. hotmail, msm, gmail)

- 10.5. Nevertheless CAB Gwynedd provides its phone, internet and email related resources for business purposes and reserves the right to monitor electronic communications in accordance with applicable laws and policies. The right to monitor communications includes messages sent or received by system users (employees, volunteers and temporary staff) within and outside the system as well as deleted messages.
- 10.6. Any information contained within the bureau in any form (e.g. AdviserNet) is for use for the duration of your period of work and should not be used in any way other than bureau business, or transferred into any other format (e.g. loaded onto a memory stick / pen drive).
- 10.7. Any users who place and pay for orders online using personal details do so at their own risk and the bureau accepts no liability if details are fraudulently obtained whilst the user is using bureau equipment.

11. Information Security

- 11.1. Do not attempt to gain unauthorised access to information or facilities. The Computer Misuse Act 1990 makes it a criminal offence to obtain unauthorised access to any computer (including workstations and PCs) or to modify its contents. If you do not have access to information resources you feel you need, contact your line manager, the Office Manager or the Chief Executive.
- 11.2. Do not disclose personal system passwords or other security details to other staff, volunteers or external agents, and do not use anyone else's log-in; this compromises the security of CAB Gwynedd. If someone else gets to know your password, ensure that you change it or get IT Answers to help you.
- 11.3. If you leave your PC or workstation unattended without logging off, you are responsible for any misuse of it while you are away. Logging off is especially important where members of the public have access to the screen in your absence.
- 11.4. Any pen drives or other storage devices used on the bureau network should be secure and the property of the bureau. No staff / client personal data should be held on a pen drive unless it is suitably encrypted. Any phone, tablet or laptop with access to CAB Gwynedd information must also be secured. Further information is available [here](#).
- 11.5. You must complete annual **information assurance** training appropriate to your role in the bureau and be familiar with bureau policies. Management will support you in this, and any concerns should be raised with a manager. [Golden rules on keeping data safe](#) is available on CABlink and BMIS and provides practical guidance on keeping data secure.
- 11.6. **Awareness:** you must remain aware of who may see your screen when dealing with client information. Always be aware of the physical location you are working in and report any unexpected visitors or instances. When working away from the bureau, ensure your device is encrypted if it contains personal data. Keep your equipment with you at all times.
- 11.7. **Information assurance incidents.** All incidents involving client or bureau sensitive data should be reported to the Chief Executive. If you are aware of another member of staff behaving inappropriately concerning any system refer to section 26 below.

12. Copyright

- 12.1. Take care to use software legally in accordance with both the letter and spirit of relevant licensing and copyright agreements. Copying software for use outside these agreements is illegal and may result in criminal charges.
- 12.2. Be aware of copyright law when using content you have found on other organisations' websites. The law is the same as it is for printed materials.

13. Use of Email

- 13.1. Use email in preference to paper to reach people quickly (saving time on photocopying / distribution) and to help reduce paper use.
- 13.2. Take care when emailing personal information whether it relates to staff or clients and business sensitive information. Emails which are passed within CAB Gwynedd or within the Citizens Advice secure network should be safe, but an email sent to a third party server could leave a copy on insecure servers on its journey. At a minimum if you are sending an email to an external address you must ensure that the confidential information is contained in an attachment to the email and that the attachment is password protected. You should send the password to decrypt the attachment by a different method e.g. phone call or text message.
- 13.3. The following are examples of unacceptable use of email:
 - (a) Sending confidential information to external locations without suitable encryption.
 - (b) Distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal.
 - (c) Distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment or bullying.
 - (d) Using copyrighted information in a way that violates the copyright.
 - (e) Breaking into the bureau's or another organisation's system, or unauthorised use of a password / mailbox.
 - (f) Broadcasting unsolicited personal views on social, political, religious or other non-business related matters.
 - (g) Transmitting unsolicited commercial or advertising material.
 - (h) Undertaking deliberate activities that waste staff effort or networked resources.
 - (i) Introducing any form of computer virus or malware into the corporate network.
- 13.4. When publishing or transmitting information externally be aware that you are representing CAB Gwynedd and could be seen as speaking on CAB Gwynedd's behalf. Make it clear when opinions are personal. If in doubt, consult your line manager.
- 13.5. Check your inbox at regular intervals during the working day. It is a good idea to decide what to do with each email as you read it (e.g. delete it, reply to it, save the whole email in a folder, or extract just the useful information and save it somewhere logical) and thereby keep your inbox fairly empty so that it just contains items requiring your action. Consider whether to acknowledge receipt of an email if you are unable to reply

immediately. Keep electronic files of electronic correspondence, only retaining what you need to. Do not print it off and keep paper files unless absolutely necessary.

- 13.6. Treat others with respect and in a way in which you would expect to be treated yourself (e.g. do not send unconstructive feedback, argue, or invite colleagues to make public their displeasure at the actions / decisions of a colleague).
- 13.7. Do not forward emails warning about viruses (they are invariably hoaxes and IT Support will probably already be aware of genuine viruses – if in doubt, contact them for advice).
- 13.8. Do not open email unless you have a reasonably good expectation of what it contains, and do not download files unless they are from a trusted source, e.g. do open report.doc from a colleague you know and a covering message which is clearly from that person. Do not open explore.zip sent from an address you have never heard of, or where the covering message does not ring true. If you are not sure consider emailing the individual to check (if you click reply and the address shows in unexpected, it is almost certainly not genuine). Alert IT Support if you receive a suspect email. This is one of the most effective means of protecting CAB Gwynedd against email virus attacks.
- 13.9. Follow guidance on email signatures and when to send messages from your personal account and when to send from a generic account.

14. Use of the Internet

14.1. Use of the internet by employees of CAB Gwynedd is permitted and encouraged where such use supports the goals and objectives of the business. However you must ensure that you:

- comply with current legislation
- do not create unnecessary risk to CAB Gwynedd's reputation and systems.

14.2. The following constitute unacceptable behaviour:

- (a) Visiting internet sites that contain obscene, hateful, pornographic or other illegal material.
- (b) Using the computer to perpetrate any form of fraud, or software, film or music piracy.
- (c) Using the internet to send offensive or harassing material to other users.
- (d) Downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such licence.
- (e) Hacking into unauthorised areas.
- (f) Creating or transmitting defamatory material.
- (g) Undertaking deliberate activities that waste staff effort or networked resources.
- (h) Introducing any form of computer virus into the corporate network.
- (i) Using chat rooms or instant messaging except for business purposes

15. Social media

15.1. For the purposes of this policy, social media websites are web-based and mobile technologies which allow parties to communicate instantly with each other or to share

data in a public forum. They include websites such as Facebook, Twitter, Google+ and LinkedIn. They also cover blogs and image sharing websites such as YouTube and Flickr. This is not an exhaustive list and you should be aware that this is a constantly changing area.

- 15.2. Employees and volunteers are permitted to make reasonable and appropriate use of social media websites from the bureau's IT equipment. You should ensure that usage is not excessive and does not interfere with work duties. Use should be restricted to your non-working hours, unless this forms part of your work responsibilities. Access to particular social media websites may be withdrawn in the case of misuse.
- 15.3. Inappropriate comments on social media websites can cause damage to the reputation of the bureau if a person is recognised as being a bureau employee or volunteer, even if this is done in your own time and away from the bureau. It is, therefore, imperative that you are respectful to the bureau and the Citizens Advice service as a whole, including clients, colleagues, partners and competitors.
- 15.4. You should not give the impression that you are representing, giving opinions or otherwise making statements on behalf of the bureau or Citizens Advice, unless appropriately authorised to do so. Personal opinions must be acknowledged as such, and should not be represented in any way that might make them appear to be those of the bureau. Where appropriate, an explicit disclaimer should be included, for example: 'These statements and opinions are my own and not those of CAB Gwynedd.'
- 15.5. Any communications that you make in a personal capacity must not:
 - (a) bring the bureau into disrepute, for example by criticising clients, colleagues or partner organisations
 - (b) breach the bureau's policy on client confidentiality or any other relevant policy, such as Information Assurance.
 - (c) breach copyright, for example by using someone else's images or written content without permission (note that bureau logos and trademarks cannot be used without the consent of Citizens Advice)
 - (d) do anything which might be viewed as discriminatory against, or harassment towards, any individual, for example, by making offensive or derogatory comments relating to: age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation
 - (e) use social media to bully another individual, such as a co-worker
 - (f) post images that are discriminatory or offensive (or links to such content).
- 15.6. You cannot assume that your comments on social media will remain private. Consider this carefully before posting anything (including retweets and shares) that may be contrary to the above. CAB Gwynedd will take action to prevent misuse of social networking sites as the organisation may be vicariously liable for the acts of a member of staff in certain circumstances. CAB Gwynedd will consider what action to take to address any malicious, untrue or otherwise inappropriate allegations which may circulate on social media sites.

- 15.7. Staff may use CAB Gwynedd telephone facilities to make occasional private calls for essential or emergency matters. Private international calls are not permitted without prior authorisation.
- 15.8. Staff who have CAB Gwynedd-provided mobile phones must reimburse CAB Gwynedd for the use of these phones for private calls and texts etc. at the standard rate of 7p/min or 7p/text or the actual costs incurred if higher.

16. Smoking

- 16.1. Smoking (including use of e-cigarettes) is strictly prohibited on all parts of CAB Gwynedd's premises, including at entrances or anywhere on its grounds. This includes areas that are outside but that form part of the bureau premises. Staff wishing to smoke during their breaks need to ensure that they respect this rule by moving away from CAB Gwynedd premises.

17. Drugs and Alcohol

- 17.1. No employee shall -
- (a) report or try to report for work when unfit* due to alcohol or drugs (whether illegal or not) or to substance abuse;
 - (b) be in possession of alcohol or illegal drugs in the workplace;
 - (c) supply others with illegal drugs in the workplace;
 - (d) supply others with alcohol in the workplace
 - (e) consume alcohol or illegal drugs or abuse any substance whilst at work
- * Whether an employee is fit for work is a matter for the reasonable opinion of management.
- 17.2. Staff have a duty to report any problems associated with their ability to drive, use equipment or perform other work related tasks and must not drive or use such equipment whilst their judgment and/or physical ability may be impaired by the use of alcohol, drugs, medicines or fatigue.

18. Gambling

- 18.1. Gambling activities must not be conducted on CAB Gwynedd premises, discretion may be used in relation to small raffles for charitable purposes, national lottery syndicates, occasional sweepstakes etc.

19. Financial regulations/ probity

- 19.1. CAB Gwynedd's [financial procedures](#) create a framework of financial controls within which the staff of CAB Gwynedd must operate. These procedures regulations are designed to protect CAB Gwynedd and individual members of staff. Failure to comply with these procedures may lead to the loss of assets, significant delays in payments to staff and suppliers, and additional work for colleagues.

20. Hospitality & Gifts

- 20.1. Staff must not accept gifts or hospitality that could give rise to a suspicion that they have a conflict of interest or have been influenced in anyway. Any hospitality or gift received must be recorded with the Office Manager and consideration given on whether to accept the gift should be accepted personally or corporately, returned/ politely declined

or given to charity. If staff are in any doubt, they must refer this to their line manager immediately.

21. Conflicts of interest

- 21.1. The highest standards of behaviour are expected in all areas of CAB Gwynedd life, especially where individuals are in positions to make decisions which may have significant impact on others. In all such cases it is important that decisions are taken in a fair and balanced way that can withstand external scrutiny. Conflicts of interest should be identified so that individuals are not involved in decisions where their actions could be seen as biased. Note: the appropriate test is not whether you would be biased but whether you might be perceived as being biased.
- 21.2. You should not act for or provide casework support to friends or someone in your own family through the local Citizens Advice. Care should be taken to avoid giving the impression that any advice that you give outside of work is official advice on behalf of your employer as this could give rise to a complaint against Citizens Advice which would not be covered by our insurance.
- 21.3. Friends and family should be advised to seek advice from another member of staff or, if possible, from another local Citizens Advice. If the individual is to be advised within the local Citizens Advice, care needs to be taken to treat them in the same way as other clients to avoid accusations of partiality and unfair treatment. For further information see [BMIS advice on Conflict of interest and clients](#). It is essential that potential conflicts are recorded along with the actions to mitigate this risk.

22. Bribery Act 2010

- 22.1. Under the Bribery Act 2010, a bribe is a 'financial or other advantage' offered, promised or given to induce a person to perform a relevant function or activity improperly, or to reward them for doing so. The Act makes it a criminal offence to:
- (a) offer, promise or give a bribe
 - (b) request, agree to receive or accept a bribe
 - (c) bribe a foreign public official to obtain or retain business or a business advantage
 - (d) by an organisation) fail to prevent bribery by those acting on its behalf ('associated persons') to obtain or retain business or a business advantage for the organisation.
- 22.2. See [Fraud, Theft and Bribery](#) policy for more information

23. Raising matters of concern

- 23.1. Staff have a right and a duty to raise concerns which they may have about breaches of the law or propriety by CAB Gwynedd. This should normally be through the Chief Executive but in circumstances where this is not appropriate they may approach the Chair of Trustees in confidence. No individual who expresses their views in good faith and in line with this guidance will be penalised for doing so. CAB Gwynedd is committed to the highest possible standards of openness, probity and accountability, and expects staff who become aware of activities which they believe are illegal, improper, unethical or otherwise inconsistent with this Code to report the matter, acting in accordance with the employee's rights under the Public Interest Disclosure Act 1998 and with the bureau [whistleblowing policy](#). Staff must assist in any investigation or hearing into suspected misconduct.

24. Private Purchasing

24.1. Staff must not use the bureau's purchasing systems to purchase items for private use without prior authorisation from the Chief Executive.

25. Private Trading

25.1. Staff are not permitted to carry out private trading in relation to goods, or services on the bureau premises nor may they do so elsewhere whilst on bureau duties. Staff are not permitted to advertise the sale of private goods or goods wanted on the bureau website nor any bureau social media site.

26. Confidential Information

26.1. Confidential information must not be disclosed except where there is a legitimate reason to do and not unless specific approval has been given by an authorised manager. If there is doubt about whether information can be disclosed, staff must consult the Chief Executive, Quality Manager, Advice Manager or Casework Manager.

26.2. Deliberate disclosure of confidential information may be considered gross misconduct and may result in dismissal. It may also be a criminal offence and lead to criminal proceedings during and potentially after the employee's employment has ended.

26.3. Staff must act positively to prevent information misuse and ensure the accuracy of information by protecting information against unauthorised access

27. Fidelity – commitment and loyalty to CAB Gwynedd

27.1. In addition to their express terms of employment, staff have common law duties implied in their contracts of employment. These duties require the employee to obey lawful and reasonable instructions, serve the employer personally and faithfully, exercise reasonable care and skill in carrying out their work, abide by the law as established by Parliament and the Courts and not to disclose confidential information after the employment ends. Breaches of these terms could, if proven, lead to disciplinary or legal action being taken against the employee.

28. Appointment of staff and other employment matters

28.1. Staff involved in the recruitment and appointment of prospective staff must ensure that these are made on the basis of merit. Staff must not be involved in decisions relating to appointment, promotion, pay, discipline or grievance where the person is a relative, partner or close personal friend. If such a situation arises they must advise the Chief Executive.

29. Safeguarding

29.1. CAB Gwynedd has a statutory duty to ensure the safety and welfare of children, young people and adults at risk. All staff who, during the course of their employment, have direct or indirect contact with children or adults at risk, or who have access to information about them, have a responsibility to safeguard and promote the welfare of children and adults at risk. Ensure that you have read and understood our policies on [Safeguarding Adults](#) and [Child Protection](#) if you are dealing with such clients.

30. Notification of Criminal Investigations and other required disclosures

30.1. There is a general obligation on all staff to disclose information which is relevant to their capability, capacity and suitability to carry out the duties and responsibilities for which

they are employed or volunteer. This general obligation applies irrespective of the role undertaken by staff and is not limited to information which relates to a conviction, caution, reprimand or warning. For staff undertaking roles for which a criminal record disclosure is required there is a specific obligation on them to disclose any convictions, cautions, reprimands or warnings that they receive in the course of or which are relevant to their employment.

30.2. In all cases a failure to disclose relevant information or the deliberate withholding of such information is likely to amount to a breach of trust and confidence and has the potential to lead to the termination of employment or ending volunteering commitment.

31. Political Neutrality And Political Activity

31.1. It is a condition of employment at CAB Gwynedd that all paid staff remain politically impartial in the course of their work, and do not engage in any political activity outside of their employment which would conflict with the aims and principles of the Citizens Advice service.

31.2. You must not display any badges, symbols or other material which is party political in content whilst you are at work or undertaking duties on behalf of the bureau.

31.3. You should take care when displaying badges or symbols in support of other causes or campaigns, to avoid causing offence to others with whom you work. Such badges or symbols should not be displayed when meeting with clients, external stakeholders such as journalists, funders, government civil servants or other officials.

31.4. All employees have the right to take part in other political activities in their own time, but should be careful to keep any political activity or involvement completely separate from their role as an employee of CAB Gwynedd. See [Political impartiality policy](#).

32. Breaches and non-compliance

32.1. This code of conduct has been drawn up to provide a source of guidance to CAB Gwynedd's staff. It is not a contractual document and can be amended at any time by CAB Gwynedd.

32.2. All staff must comply with both the provisions of this code and CAB Gwynedd's policies and procedures, breaches of which will be taken seriously and may result in disciplinary action up to and including dismissal. There are certain acts that CAB Gwynedd will not tolerate and these will be deemed to constitute gross misconduct. Gross misconduct is misconduct of such a nature that the employer is justified in no longer tolerating the continued presence at work of the employee concerned. Whilst any serious breach of conduct will be considered to be gross misconduct, the following are given as examples:

- (a) Theft
- (b) Damage to CAB Gwynedd property
- (c) Fraud, or any other act of dishonesty including soliciting or accepting bribes
- (d) Serious breach of the equalities policy
- (e) Incapacity for work due to being under the influence of alcohol or illegal drugs
- (f) Physical or verbal assault towards another employee or client,
- (g) Gross insubordination or refusal to obey the reasonable orders of your immediate supervisor
- (h) Breach of confidentiality

- (i) Wilful disregard of health and safety rules
- (j) Any deliberate acts of harassment or bullying or discrimination
- (k) Serious misuse of the bureau's IT system
- (l) Any action (including outside the workplace) that could bring CAB Gwynedd into disrepute.

32.3. It should be noted that the above examples are neither exclusive nor exhaustive. Where other breaches of a serious nature have occurred they could also be deemed to be gross misconduct.

33. Further Advice

33.1. Advice must be sought from your line manager or the Chief Executive if there is in any doubt as to the interpretation of this Code.

34. Evaluation and review

34.1. This Code will be subject to regular review and will also be reviewed in the following circumstances:

- Where new legislation is published or existing legislation is updated.
- Where new guidance is published or existing guidance is updated.
- Research, monitoring or auditing suggests that a review may be required.

This version approved by the CAB Gwynedd Trustee Board 24 January 2017