

Integrated Management System	HP28	
Code of Conduct		
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Employee Behaviour

1. Scope

This code of conduct reflects WRAP's goal to be an organisation that values equality, diversity, and inclusion and where all our employees, partners and beneficiaries are treated fairly and with dignity and respect and can carry out their duties safely. It sets out the values, standards, and behaviours we expect and require from everyone, in whatever capacity and wherever they work, whether as a WRAP employee or when carrying out work on WRAP's behalf (employees or representative world-wide). It also establishes the basis for a reporting and protection designed to ensure the strict application of the values described below.

This behaviour code should be read in conjunction with our Disciplinary Policy & Procedure (HP06). A breach of the Employee Behaviour code of conduct may result in disciplinary action being taken in accordance with our policy.

If employees are in any doubt as to their responsibilities or the standards of conduct expected of them, they should speak to their manager or a member of Human Resources. Please note should behaviour fall below that expected standards action may also be taken within the framework of our Capability Policy & Procedure (HP16).

1.1 Revision of code of conduct

WRAP reserves the right to review and amend this code of conduct for any reason, including without limitation, to take account of changes in the law, best practice and/or business requirements.

2. Conduct

WRAP SHIFT values

WRAP asks all employees to conduct themselves in line with our SHIFT Values:

- Sustainability;
- Honesty;
- Integrity;
- Fairness; and
- Teamwork.

Rules of conduct

Employees should, at all times, maintain professional and responsible standards of conduct.

In particular, employees should:

- observe the terms and conditions of their contract;
- observe all policies, procedures and regulations notified by means of noticeboards, email, the intranet or otherwise including any revisions or updates;
- take reasonable care in respect of health and safety to ensure no harm comes to fellow employees and third parties;
- comply with all reasonable instructions given by their manager;
- undertake all interactions with customers, suppliers, and business partners in a fair and honest way, and in strict compliance with contractual undertakings and applicable laws and regulations; and
- act at all times in good faith and in the best interests of WRAP, its fellow employees, partners, beneficiaries, associates, and customers.

Failure to apply or maintain satisfactory standards of conduct may result in steps being taken under the Disciplinary procedure.

Please note that the incidents of misconduct set out in this code of conduct serve as examples which may lead to disciplinary action taken in accordance with WRAP's disciplinary procedure and could result in dismissal. The list contained herein is not exhaustive.

Misconduct

Misconduct occurs where your actions and behaviours are such that they fall outside what are generally and reasonably agreed to be acceptable standards. The outcomes may lead to the issue of either a first written warning or a final written warning dependent upon the seriousness of the offence and may also include alternative sanctions as defined within the Disciplinary Policy & Procedure.

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

- Unprofessional conduct or failure to adhere to standards expected of an employee;
- Minor breaches of Company policies;
- Poor time keeping, time wasting and unauthorised absence from work and leaving the workplace without permission during normal working hours;
- Minor breaches of the employee's contract of employment;
- Displaying disrespectful conduct, rudeness or insubordination, or a lack of co-operation, interest, or effort in performing reasonable work duties;
- Negligence in the performance of duties;

- Refusing or failing to wear the protective/corporate clothing prescribed by WRAP for safety and/or hygiene purposes;
- Harassment or bullying of fellow employees including via the use of social media. Please note where this is serious or amounts to discriminatory behaviour, this could be dealt with as gross misconduct. Social media includes but is not limited to the use of social networking sites such as Facebook, Twitter and LinkedIn, blogs; and video and image sharing websites such as YouTube;
- Use of obscene language or other offensive behaviour;
- Failure to satisfy DBS checks, having failed to make a true declaration on your DBS application;
- Misusing any property belonging to WRAP, including the unauthorised use of computers, telephones, copying and mail/franking machines for personal reasons;
- Inappropriate and, or excessive use of IT facilities and data which would include non-work-related web browsing; and
- Misusing the Company name, brand or logo including its use on social networking websites and blogs.

Gross misconduct

Gross misconduct is misconduct which is deemed serious enough to prejudice the business or its reputation, or which irreparably damages the working relationship and trust between employer and employee. It is a serious breach of contract and is likely to lead to summary dismissal - that is dismissal without notice or any compensation.

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

- Stealing or temporarily removing without permission property belonging to WRAP, fellow employees, contractors or visitors;
- Abusing, defacing or causing wilful damage to property belonging to WRAP, its clients, fellow employees, contractors or visitors;
- Falsifying time and attendance records or timesheets or expenses claims or those of fellow employees or engaging in any activity to defraud WRAP or its clients;
- Obtaining employment with WRAP by false pretence;
- Accepting or offering improper bribes or gifts either for business or personal gain;
- Gross negligence or incompetence in performing your duties;
- Intimidating, threatening, bullying or coercing fellow employees, visitors, contractors or client personnel. Using or threatening physical violence, grossly offensive language or other disorderly conduct. This includes taking such actions via the use of social media even when made in a personal capacity;
- Serious misuse of WRAP or client property or name including via social media;
- Bringing the organisation into disrepute through the use of social media or email, by criticising or arguing with customers, colleagues or rivals or making defamatory comments about other individuals, organisations or groups This includes any comments made in a professional or personal capacity;
- Having illegal drugs in your possession whilst at work;

- Attending work with any trace of an illegal drug or their metabolites found in the urine, regardless of whether the employee's role is safety critical or not. A list of such illegal drugs is available from the UK Home Office;
- Attending work under the influence of alcohol or illegal drugs or where it affects the judgement, performance or general competency of the individual;
- Serious breach of health and safety rules, failure to observe for any reason WRAP's procedures and instructions concerned with safe working practices;
- Indulging in such behaviour as may give rise to health or safety risk or otherwise disrupt normal working activities and relationships;
- Causing loss, damage, or injury through serious negligence;
- Disclosing to any person not an employee of WRAP any document or information relating to the business of WRAP that could harm the commercial activities of WRAP or be used against it, except that issued for circulation to the general public;
- Using unauthorised or illegally copied software, gaining unauthorised access to a computer or committing any other breach of data security rules laid down by statute or WRAP;
- Deliberately placing, viewing or disseminating pornographic or other inappropriate (e.g., harassing or discriminating) material on the WRAP's IT system;
- Non-permitted use of the WRAP's IT resources including:
 - Gambling;
 - conducting illegal activities;
 - soliciting for personal gain or profit;
 - representing personal opinions as those of WRAP;
 - downloading or playing internet games;
 - using 'chat rooms';
 - abuse of social media sites; and
 - excessive non-work-related web browsing.
- Directly contravening the confidential undertaking in your contract of employment by dealing in shares or security;
- Accessing, disclosing, altering or otherwise using personal data without authority or in breach of protocols or standards;
- Any acts of incitement, unlawful discrimination, or harassment in accordance with the Equality Act 2010 and in breach of the Dignity at Work code of conduct;
- Any serious act which breaks the mutual trust and confidence, or which brings or is likely to bring WRAP, its employees, or its clients into disrepute; and
- Refusal to comply with the reasonable and legitimate instructions of a supervisor/ manager in respect of employment matters.

Criminal acts

If a crime has occurred or is suspected of having taken place, it may be appropriate to notify the police. Police proceedings or decisions whether or not to prosecute, will not necessarily affect how the Company proceeds. In most cases, WRAP will undertake its own investigation and issue any appropriate sanction prior to police involvement. Disciplinary proceedings will not normally be delayed pending criminal investigations or police action.

Misconduct away from work

The off duty conduct of an employee will not normally be a matter of concern to WRAP. However, in cases where such conduct can be shown to be relevant to a position of trust held by an employee where it affects the integrity of his/her relationship with fellow employees, partners, beneficiaries, customers, or suppliers, or brings WRAP into disrepute, WRAP may consider the possibility of dismissal or other disciplinary sanction under our Disciplinary Policy & Procedure. In particular, conviction for a serious offence or crime, or imprisonment may give cause for action to be taken under the Disciplinary Policy & Procedure.

Reporting and investigating breaches of our code

Everyone who signs this Code of Conduct has a responsibility to bring to the attention of their line manager, HR, or their safeguarding focal point (if it constitutes a safeguarding concern) a breach of the required behaviours in this code.

Breaches of this Code will be investigated, and appropriate action will be taken which, for employees, could include disciplinary action and/or dismissal.

Appendix – Legislation

This code of conduct complies with the following legislation:

- Trade Union and Labour Relations (Consolidation) Act 1992; and
- The Equality Act 2010.