

Employee Code of Conduct

Manchester City Council

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EMPLOYEE CODE OF CONDUCT

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CODE OF CONDUCT FOR EMPLOYEES

Manchester City Council

1. INTRODUCTION

- 1.1 The general public including Manchester service users are entitled to expect the highest standards of conduct from all employees who work for local government.
- 1.2 The Code of Conduct for Employees sets out with clarity and certainty how employees of Manchester City Council should respond to issues that commonly arise during their employment and seeks to protect them from accusations of bias, undue influence or impropriety.
- 1.3 The aim of the Code is to enhance and maintain the integrity (real and perceived) of local government and for this purpose, the Code demands very high standards of personal conduct.
- 1.4 The Code of Conduct and all related policies and documents referred to therein are available for information on the Council's intranet site <http://intranet.mcc.local/hrod/Pages/EmployeeCodeOfConduct.aspx>.
- 1.5 The Code of Conduct for Employees has been agreed between the City Council and the relevant trade unions, and is incorporated into contracts of employment as set out in Section 2. The Local Government Act 2000 provided a new statutory framework to govern the conduct of members and employees of relevant authorities. Under the Act the Secretary of State can and will issue an Employee Code of Conduct, which will become part of an employee's terms and conditions of employment. Where a provision in the statutory Employee Code of Conduct conflicts with this, the statutory provision will prevail.

2 SCOPE AND STATUS OF THE CODE

- 2.1 The Code covers all employees under a contract of employment within Manchester City Council except teaching staff, although Governing Bodies of maintained schools are encouraged to adopt it.
- 2.2 Whilst the Code is designed to apply to employees of Manchester City Council, it is expected that non-teaching staff in schools will follow the spirit of this Code of Conduct in their dealings with all service users. Governors of maintained schools are, therefore, commended to approve and adopt this Code of Conduct. Teaching staff are covered by their own professional Code of Conduct as issued by the General Teaching Council and can be found at <http://www.gtce.org.uk/>
- 2.3 The Code is incorporated into employees' contracts of employment and any breaches are dealt with under the agreed Disciplinary Procedure where appropriate. For the avoidance of doubt, if unclear about any requirement or obligation under the Code of Conduct for Employees,

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employees should seek advice from their line manager.

2.4 The Council is committed to conduct of the highest standard such that public confidence in its integrity is maintained and as such expects all those who provide services on its behalf to adhere to the Code of Conduct.

2.5 Additionally, therefore, it is also expected that those providing services to and on behalf of the Council, for example, contractors, casual, agency and supply staff, will follow the spirit of this Code in their dealings with the public who use the Council's services.

3. GENERAL PRINCIPLES

3.1 The authority is committed to supporting employees by setting out their job role and the expectations on them, as well as ensuring that there is a fair and timely evaluation of performance, including provision of feedback by their manager.

3.2 The aims and values of the Council will be at the heart of every employee's contract of employment and all work will be undertaken in accordance with these values. The Council's Core Values can be found at http://www.manchester.gov.uk/site/scripts/documents_info.php?documentID=3058

3.3 The fundamental principles are:

- **Honesty, Integrity, Impartiality and Objectivity** – *An employee must perform his duties with honesty, integrity, impartiality and objectivity.*
- **Accountability** – *An employee must be accountable to the authority for his actions.*
- **Respect for Others** – *An employee must treat others with respect, not discriminate unlawfully against any person and treat members and co-opted members of the authority professionally.*
- **Stewardship** – *An employee must use any public funds entrusted to or handled by them in a responsible and lawful manner and not make personal use of property or facilities of the authority unless properly authorised to do so.*
- **Personal Interests** – *An employee must not in their official or personal capacity allow his personal interests to conflict with the authority's requirements or use their position improperly to confer an advantage or disadvantage on any person.*

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- **Declaration of Interests** – *An employee must comply with any requirements of the authority to declare interests and hospitality, benefits or gifts received as a consequence of their employment.*
- 3.4 Employees will not, either in an official capacity or in any other circumstance, conduct themselves in a manner which could reasonably be regarded as bringing the Council into disrepute.
- 3.5 Employees must declare any personal interests or circumstances which may conflict with the Council's interests and/or undermine public confidence in the integrity of the Council.
- 3.6 The Council positively encourages employees to participate in public duties and to be involved in voluntary and community work. Employees must be mindful of the provisions of this Code and the impact that outside commitments can have on their employment with the Council.
- 3.7 Employees must cooperate with any checking process where posts are identified as requiring disclosure of criminal convictions, particularly where the position is identified as involving a degree of risk or where there is a legal requirement to do so.
- 3.8 All employees who have access to Council assets, which includes property, buildings, cash, equipment and other assets, must take responsibility for the security of such assets and ensure assets are managed securely and protected against accidental loss or damage, unnecessary risk, and unauthorised use.

4 EQUALITY

- 4.1 Employees must ensure that Council policy relating to equality and equal opportunity is followed. All members of the local community, customers and colleagues have a right to be treated with fairness and equity irrespective of their race, ethnicity, age, gender, religion or belief and sexuality. Employees need to make sure that they are aware of the factors which result in inequality and oppression for the above groups.
- 4.2 Employees should undertake their duties so as to seek to redress this. If they become a victim of harassment at work, this should be reported to their manager at the earliest opportunity.
- 4.3 Employees must be professional in their behaviour towards colleagues and treat each other with mutual dignity and respect. Employees must not through actions, words or behaviour undermine the dignity and respect or cause others to think less or be disrespectful of any individual/group Further information on the **Equal Opportunities in Employment Policy** can be viewed on Manchester City Council's website at <http://intranet.mcc.local/hr/equality/Pages/EqualityandDiversity.aspx>

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5 STANDARDS

- 5.1 In carrying out their duties, employees will act with professionalism and will follow the Council's customer care standards at all times.
- 5.2 Employees will be informed of the corporate standards and have a duty to ensure that these standards are applied in relation to the following issues:
- Dealing with telephone enquiries
 - Dealing with written and electronic enquiries
 - Dealing with face to face enquiries
 - Name badges and identification
 - Customer complaints

5.3 Standard of Dress and Appearance

- 5.3.1 First impressions count and if a member of staff is inappropriately dressed then at best it presents an obstacle to be overcome in the minds of members of the public. At worst it can create the view that the Council is inefficient. There is therefore a general expectation that dress will be appropriate to the nature of the duties and responsibilities undertaken by the individual.
- 5.3.2 The Council values and welcomes the ethnic diversity of its workforce and therefore departmental dress codes will take account of ethnic and religious dress requirements with sensitivity ensuring that employees are free to observe them.
- 5.3.3 Where there are clear business, service, Health & Safety reasons, individual service specific variations/modifications will enable departments to introduce an appropriate dress code to suit the services they provide and to meet the expectations of the public. Where such codes are established and communicated, employees will be expected to meet the service standards set.

6 RELATIONSHIPS

6.1 Councillors

- 6.1.1 Councillors have a key role to play in the governance and management of the Council. They decide which policies the Council should pursue, ensure that they are carried out and monitor services provided to ensure that they are delivered in the most efficient and effective way. As ward Councillors, they are able to offer their expertise on how decisions may affect their wards and provide their constituents' views, concerns and aspirations relating to the work of the Council. In carrying out their role Councillors must maintain the highest standards of conduct and ethics. Both elected Councillors and co-opted members of

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the Council are subject to rules set out in a Code of Conduct for Members which governs the standards of behaviour expected of them. A copy of the Code of Conduct for Members can be found in part 6 of the Council's Constitution published on the Council's website

<https://democracy.manchester.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13279>

- 6.1.2 Both Councillors and Officers are servants of the public and indispensable to one another. It is important therefore that their relationship is conducted with mutual respect and courtesy and that neither party seeks to take unfair advantage of their position or seeks to exert undue influence on the other party. Further information on Officer/Member Relation Protocol (Part 6 Section F of the Constitution) can be viewed on Manchester City Council's website at <https://democracy.manchester.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13279>
- 6.1.3 Close personal familiarity between employees and individual Councillors should therefore be avoided as this can damage the working relationship and cause embarrassment with other employees, Councillors and the public.
- 6.1.4 Where either employees or Councillors feel that they have not been treated with courtesy or respect by the other party, they are entitled to raise the matter with either the appropriate **Chief Officer** or the Chief Executive.
- 6.2 Service Users
- 6.2.1 An employee's responsibility is to the community they serve and they should at all times ensure courteous, respectful, efficient and impartial service delivery to all groups and individuals within that community, as defined by the policies of the Council.
- 6.2.2 Employees should avoid unnecessary personal familiarity with service users that they come in contact with in the course of their work and should not use their position to either take unfair advantage of members of the public who use Council's services or allow themselves to be unduly influenced by service users. An employee's professional integrity must be maintained at all times.
- 6.3 Managers and Employees
- 6.3.1 All employees with managerial or supervisory roles have a responsibility for the performance of other employees who report to them and employees at all levels can expect to be directed in their work, and held accountable for their performance, by their manager.
- 6.4 Contractors

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- 6.4.1 All Council orders and contracts must be awarded to deliver value for money for the Council through a fair and transparent procurement process. (see section 13).
- 6.4.2 In connection with the procurement of works, goods or services, employees must not seek or receive any gift or personal inducement.
- 6.4.3 Where an employee is involved in the engagement or supervision of a contractor or potential contractor with whom they have/have had a relationship, either of a business, domestic or private nature, they must declare this to the appropriate manager (see also Section 10.2).
- 6.4.4 An employee may not invite bids from any individual or organisation with whom they have a family, personal or financial relationship.
- 6.5 Other employees
- 6.5.1 Employees will treat each other with mutual dignity and respect in the workplace. Additionally, employees will take care to ensure that they do not through actions, words or behaviour do anything to undermine the dignity and respect or cause others to think less or be disrespectful of any individual/group.
- 6.5.2 Through the **Equal Opportunities in Employment Policy**, all employees will strive to create a working environment where harassment and bullying are eradicated and diversity is embraced.
- 6.6 The Press and the Media
- 6.6.1 Employees should not, in the normal course of events, be required to deal direct with the Press or the Media.
- 6.6.2 If canvassed by the Press in the course of their work employees must seek advice and express authorisation from their Head of Service and the Press Office on providing any article, publication or interview given on aspects of Council policy.
- 6.6.3 Heads of Service have specific responsibilities in relation to dealing with the media and Press. Any decisions on press releases, quotes senior officers and photo opportunities regarding their service area must be made by them in consultation with the relevant **Chief Officer** and Executive Member/Committee Chair.
- 6.6.4 Further guidance on dealing with the Press is available on the Intranet and can be viewed at <http://intranet.mcc.local/cex/comms/Pages/MediaGuidelines.aspx>
- 7 **DISCLOSURE OF INFORMATION AND INFORMATION SECURITY**

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- 7.1 The Council is committed to the principle of open government and recognises the role of information rights legislation in promoting increased transparency and participation in the Council's decision making processes.
- 7.2 The Council proactively publishes a considerable amount of information and makes other information publicly available under the provisions of information rights legislation.
- 7.3 However, the legal framework governing the disclosure of information is complex and is regulated by a number of statutes as well as the common law.
- 7.4 Employees must ensure the Council's information assets are managed securely and protected against accidental loss, damage and unauthorised disclosure.
- 7.5 People-related, confidential and other commercially sensitive information must only be disclosed lawfully and with appropriate authorisation.
- 7.6 Employees must not:
- (a) prevent another person from gaining access to information to which that person is entitled by law
 - (b) subject to paragraph 7.8, disclose information specified in paragraph 7.7 unless they have specific authority to do so.
- 7.7 Paragraph 7.6(b) applies to:
- (a) personal data about an individual, including employees, protected by the Data Protection **Legislation**
 - (b) information given in confidence where there is a legitimate expectation that confidentiality will be respected
 - (c) commercially sensitive information about the Council and/or any third party, or
 - (d) confidential or exempt proceedings in Council, Executive or Committee meetings and any reports or other documents connected with them
- 7.8 Paragraph 7.6(b) does not limit the rights of any employee under the Council's Whistleblowing Policy.
- 7.9 Employees must not use any information obtained in the course of their employment for personal gain or benefit; nor should they share it with others who might use it in such a way.

8 INTELLECTUAL PROPERTY

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- 8.1 The Council owns and will retain its rights to ownership of all intellectual property (in materials such as literature, artwork, computer programs, inventions) created by the employee:
- in the course of their normal duties of employment with the Council, and/or
 - in the course of duties specially assigned to the employee, and/or
 - using Council resources without special payment or arrangement with the Council, ;
- unless a written agreement to the contrary has been made between the Council and the employee.
- 8.2 Employees are not entitled to use, sell or otherwise exploit the rights to any such intellectual property without written permission from the Council and any such infringement may be a criminal offence.
- 8.3 The Council's ownership of intellectual property rights made during the employee's employment shall continue after termination of the employee's contract of employment.

9 ELECTRONIC COMMUNICATIONS

- 9.1 Employees must ensure that they follow the Council's **Information and Cyber Security Policy** in relation to the use and storage of computers and the proper management of electronic information. This is available on the Intranet and can be viewed at:
<http://intranet.mcc.local/cex/performance/transformation/ict/Pages/ICTPolicies.aspx>
- 9.2 Electronic communication systems such as "Blackberries" (any portable communication device), telephones, e-mail and the internet must be used in compliance with existing policies and procedures governing their use. These are available on the Intranet and can be viewed at:
<http://intranet.mcc.local/cex/performance/transformation/ict/Pages/ICTPolicies.aspx>
- 9.3 Access to e-mail facilities is provided to employees in order to facilitate council business. E-mail users will be allowed occasional personal use and the Code of Practice provides clarification and guidance on the responsibilities of all users of the e-mail system. E-mails will be monitored using filtering software and the Code sets out the consequences of any attempted or actual breaches of the Code. The e-mail code of practice is available on the Intranet and can be found at
<http://intranet.mcc.local/hr/pp/InternetEmailPolicy/Pages/default.aspx>
- 9.4 All electronic communication must comply with the Council's **Equal Opportunities in Employment Policy** and objectives. **This policy** can be found at

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[https://www.manchester.gov.uk/egov_downloads/Final Equal ops_statement.pdf](https://www.manchester.gov.uk/egov_downloads/Final_Equal_ops_statement.pdf)

10 PERSONAL INTERESTS AND OUTSIDE COMMITMENTS

- 10.1 Employees should not subordinate their duty to their private interests or put themselves in a position where duty and private interests conflict.
- 10.2 In particular if it comes to the knowledge of an employee that a contract in which they have a pecuniary interest has been or is proposed to be, entered into by the Council it is a statutory requirement that they give notice, in writing, to their **Chief Officer** of the fact of that interest. Such pecuniary interest will include the interest of the employees spouse. (Local Government Act 1972). The Council will expect you to follow this in respect of all immediate family members and in relation to non-financial interests.
- 10.3 Accordingly, employees must declare, in writing, to their line manager any financial or non-financial interests which could conflict with the Council's interests at the point the conflict of interest becomes apparent. This could include membership of outside bodies in a personal capacity and in such cases, the employee must be mindful not to place themselves in a situation where their involvement or contribution could directly or indirectly compromise their continuing professional duty to the interests and values of the Council.
- 10.4 When employees have been appointed by the Council to another body, they must comply with this Code of Conduct except where it conflicts with any other legal obligation to which that other body may be subject.
- 10.5 All employees have a duty to ensure that any outside work undertaken does not impact adversely on their employment with the Council and that all work undertaken, when aggregated, does not exceed the limits on maximum number of hours to be worked per week as set out in the EU Working Time Directive. If in doubt on the application either of these characteristics, employees should seek the advice of their line manager.
- 10.6 The use of Council tools, equipment, premises and facilities e.g. telephones, photocopying materials, computers (both hardware/software) etc. is strictly forbidden for the carrying out of private work. The Council's resources are only to be used to further the Council's business and as such employees must exercise care in their utilisation so as to not cause any damage to these resources. Additionally, they are not for the personal use of employees or for their private work, paid or unpaid.
- 10.7 Where employees are consumers of Council services, for example, as occupiers of Council property, claimants of benefits, users of leisure

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services, etc. the Council expects employees to conduct themselves with the highest standard of probity and behaviour.

11 POLITICAL NEUTRALITY

- 11.1 Employees serve the whole of the Council and not just the political group in power. The only exception to this are Political Assistants appointed in accordance with s9 of the Local Government and Housing Act 1989.
- 11.2 The individual rights of all Councillors must be respected. On occasions senior officers may be requested to advise or brief political groups. They must make their **Chief Officer** aware, through their Head of Service, and seek advice to ensure that they do this in ways which do not compromise their political neutrality.
- 11.3 Where an employee holds a politically restricted post, certain restrictions on political activity are incorporated by statute into their contract of employment and must be complied with.
- 11.4 Irrespective of whether or not they hold a politically restricted post, all employees must follow every lawfully expressed policy of the Council.

12 EMPLOYMENT MATTERS

- 12.1 Employees involved in the recruitment process must ensure that all appointments are made on merit. It is unlawful for an employee to make an appointment which is based upon anything other than the ability of the candidate to undertake the duties of the post.
- 12.2 In order to avoid any possible accusation of bias, employees should not be involved in the recruitment process where they are related to an applicant or have a close personal relationship with that person, outside the workplace. In all such circumstances, a declaration of interest must be made by the panel member.
- 12.3 Similarly, employees should not be involved in decisions relating to promotion or pay adjustments for any other employee who is a relative, partner, close personal friend, etc.

13 INDEMNIFICATION

- 13.1 Employees will be indemnified by the Council against liabilities, expenses, loss, damage, claim or proceedings in accordance with the terms of resolution of the Personnel Committee of 20 December 2006 (minute PER/06/24). This can be viewed at <https://democracy.manchester.gov.uk/CeListDocuments.aspx?CommitteeId=143&MeetingId=2054&DF=20%2f12%2f2006&Ver=2>

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14 FINANCIAL RESPONSIBILITIES

14.1 The Council's Financial Regulations safeguard the Council's assets and use of resources and all employees must ensure that they are familiar with these regulations and comply with them when using financial resources, e.g. when placing orders for goods and services. This is available on the Intranet and can be viewed at <http://intranet.mcc.local/cex/performance/bip/partnerships/Pages/Financialregulations.aspx>

14.2 Employees have a duty to use public funds in a responsible and lawful manner and in undertaking their duties, they should strive for value for money for the local community and should try to avoid legal challenge to the Council.

14.3 Procurement

14.3.1 As set out in the Financial Regulations, the tendering process must be a fair and transparent procurement process. Employees involved in this process should be clear on their role and those employees who have both a client and a contractor responsibility must demonstrate openness in their work and be accountable under each responsibility.

14.3.2 Employees in contractor or client units must exercise fairness and impartiality when dealing with all customers, suppliers, contractors and sub-contractors and those employees who are privy to confidential information on tenders or costs for either internal or external contractors should not disclose that information to any unauthorised party or organisation.

14.3.3 When awarding contracts, employees must have no involvement with external contractors or potential contractors, who employ, in a senior or relevant managerial capacity, their partners, close relatives or associates.

14.4 Corruption

14.4.1 The procedures by which the Council selects developers or consultants for schemes and for the supply of goods and services is set out in the Council's Financial Regulations and Standing Orders. These are available on the Internet and can be viewed at: <https://democracy.manchester.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13279>

14.4.2 Employees must follow these procedures and should be aware that it is a serious criminal offence if they receive or give any gift, loan, fee, reward or advantage for doing or not doing anything or showing favour or disfavour to any person in their official capacity.

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14.4.3 If an employee has a pecuniary interest in a contract she/he must register that interest (see para 10.2).

14.5 Financial Propriety

14.5.1 Whilst an employee's personal finances should remain private, employees must ensure that where they have a financial relationship with the Council, outside their contract of employment that these affairs are conducted with honesty and integrity.

14.5.2 In all personal financial dealings with the Council, employees must not deliberately evade any debts owed to the Council or seek to obtain monies from the Council to which they are not legally entitled. Financial dealings may include payments relating to Council Tax, benefits, fines, compensation, etc.

14.5.3 Employees in breach of these requirements may be subject to disciplinary action which may include summary dismissal where appropriate.

15 **HOSPITALITY AND GIFTS**

15.1 As a general rule offers of hospitality and/or gifts should be declined by employees. However, it is acknowledged that some employees may, as part of their duties and responsibilities, be called upon to represent the Council for example at:

- functions within the community;
- meetings/visits with outside bodies;
- meetings/negotiations with contractors;
- conferences/courses

where hospitality and gifts may be offered.

Before attending any of the above, employees should establish the purpose of the event, be able to justify their attendance and identify an outcome/benefit to the Council.

15.2 Hospitality

15.2.1 Employees should only accept offers of hospitality if there is a genuine need to impart information or represent the Council in the community. Offers to attend purely social or sporting functions should be accepted only when these are part of the life of the community or where the Council should be seen to be represented. Employees attending such functions must be authorised by their **Chief Officer** and a record of that permission and details of the hospitality being accepted must be entered into the departmental register of gifts and hospitality.

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- 15.2.2 However, in their role as a representative of the Council, it is not appropriate for employees, either during or outside working hours, to accept lavish entertainment (e.g. banquets, drinks parties, fashion shows, sporting events), and, except where there are discernible benefits to the Council and the appropriate **Chief Officer** has given approval (which must be recorded in the departmental register), any such offers should be declined courteously but firmly.
- 15.2.3 When hospitality is declined, the offer should be courteously but firmly refused and the organiser informed of the procedures and standards operating within the Council. It is advisable for any hospitality which has been declined to be recorded in the departmental register of gifts and hospitality.
- 15.2.4 When receiving authorised hospitality, employees should be particularly sensitive as to its timing in relation to decisions which the Council may be taking affecting those providing the hospitality. They should be conscious for example that a modest working lunch is acceptable but lavish entertainment is not appropriate.
- 15.2.5 Hospitality, where it is incidental, is acceptable in the following circumstances:
- through attendance at relevant conferences and courses;
 - where it is clear that it is corporate rather than personal;
 - where the Council is satisfied that any procurement decisions are not compromised.
- 15.2.6 Where visits to demonstrations, inspect equipment, etc are required employees should ensure that the Council meets the cost of such visits to avoid jeopardising the integrity of subsequent purchasing decisions.
- 15.3 Gifts
- 15.3.1 Employees must not accept gifts from service users, contractors or outside suppliers. Generally, employees may accept insignificant items of token value such as pens, diaries, etc. but aside from items of this nature (see 15.5.3), officers should have the consent of their **Chief Officer** before accepting gifts and this should be recorded in the departmental register. Additionally employees must not accept any money offered by service users under any circumstances. In all circumstances, the employee's **Chief Officer** must be informed of the nature of gift received and details of it will be entered into the departmental register of gifts and hospitality.
- 15.3.2 When a gift is declined, the offer should be courteously but firmly refused and the offer or informed of the procedures and standards operating within the Council. It is advisable for any gift which has

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been declined to be recorded in the departmental register of gifts and hospitality.

15.4 Sponsorship

- 15.4.1 The standards relating to hospitality and gifts apply equally to situations where an organisation sponsors or wishes to sponsor a Council activity.
- 15.4.2 In circumstances where the Council wishes to sponsor an event or service, employees must be aware that neither any employee, their partner, spouse, friend or relative must directly benefit from such sponsorship without there being full disclosure to an appropriate manager of any such interest.
- 15.4.3 Similarly, where the Council, through sponsorship, grant aid, financial or other means, gives support in the community, employees should ensure that impartial advice is given and that there is no conflict of interest involved.

15.5 (Specific) Managers' Responsibilities

- 15.5.1 **Chief Officers**, through Heads of Service, must maintain a departmental register of gifts and hospitality.
- 15.5.2 Attendance of employees at any of the above events should be authorised by the relevant **Chief Officer** and recorded in the departmental register of gifts and hospitality. In order to avoid jeopardising the integrity of any subsequent purchasing decisions, managers should ensure that costs involved in such visits are met by the Council.
- 15.5.3 Acceptance of any gifts (other than items of token value such as pens, diaries, mouse mats, badges, scarves, ties etc. which are distributed to all attendees at conferences/courses) should be authorised by the relevant **Chief Officer** and recorded in the departmental register of gifts and hospitality.
- 15.5.4 Where employees are given permission to attend functions as outlined above, the **Chief Officer** must ensure that a written record of the authorisation together with the reason(s) for allowing it is made in the departmental register of gifts and hospitality.
- 15.5.5 **Chief Officers** shall put in appropriate mechanisms within their Directorate for the authorisation and recording of gifts and hospitality.
- 15.5.6 Any offers of gifts or hospitality that a **Chief Officer** receives personally should be referred to the Monitoring Officer (or in the absence of the Monitoring Officer the **Deputy Chief Executive and City Treasurer**).

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- 15.5.7 There is a responsibility, organisationally and individually, to adhere to the provisions of the Bribery Act (2010). Where there are significant breaches of the Act, the penalties for the organisation, senior officers, employees or associated parties are severe, with up to 10 years imprisonment for individuals or unlimited fines.

16 WHISTLEBLOWING/COMPLAINTS

- 16.1 Where an employee becomes aware of any deficiency in service provision, impropriety, fraud, customer abuse, breach of procedure or maladministration, they have a duty to report this to the appropriate level of management.
- 16.2 In the event that an employee becomes aware of activities which that employee believes to be illegal, improper, unethical or inconsistent with this Code, the employee must report the matter in accordance with the Council's Whistleblowing Policy. This is available on the Intranet and can be viewed at:
<http://intranet.mcc.local/corpserv/auditandrisk/antifraudandcorruption/Pages/whistleblowing.aspx>
- 16.3 Complaints from non-employees or members of the public who use Council services in relation to the Code of Conduct will be dealt with through the Council's Complaints procedure. This is available on the Internet and can be viewed at:
http://www.manchester.gov.uk/info/200025/complaints_comments_and_questions/67/complaints_comments_and_questions/2

17 CONSEQUENCES OF BREACHING THE CODE

- 17.1 The Council expects the highest standard of personal conduct from all its employees and where an employee breaches the Code of Conduct, the Council's agreed Disciplinary Procedure may be invoked, depending on the circumstances.
- 17.2 Serious breaches of this Code may lead to an employee being dismissed from the services of the Council.