



# Standards of Service and Conduct

## Summary

This document sets out the standards of service and behaviour expected of all those involved in organising or attending LDC Conference.

The '**Standards of Service and Conduct**' consist of four parts as set out below.

### *Core standards of service and conduct*

All those organising or taking part at conference are expected to abide by the 'Core Standards of Service and Conduct' adapted from the BDA's standards of service and conduct document. These reflect the Nolan principles of public service, and professional standards in regard to working and professional relationships. The 'Core Standards of Service and Conduct' can be found at **Appendix 1**.

### *Dignity at work policy*

The Dignity at Work policy addresses issues concerned with unacceptable behaviour at and around the day of conference. The 'Dignity at Work policy' can be found at **Appendix 2**.

### *Conflicts of interest policy*

All those involved in organising or attending LDC Conference must put the interests of the conference first. This means they should declare any existing or potential conflict between their outside interests and their duties to the conference and agree with their colleagues how the situation should be managed. The 'Conflicts of Interest Policy' can be found at **Appendix 3**.

### *Reporting and disciplinary procedures*

All those involved in organising or attending LDC Conference must have the means to report any potential breaches of these standards of service and conduct; the expectation that reports will be investigated independently and in a fair manner; and for appropriate disciplinary sanctions to be applied when this is merited. Reports can be sent to [Alexandra.cenic@bda.org.uk](mailto:Alexandra.cenic@bda.org.uk)

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## **Appendix 1**

### **Core Standards of Service and Conduct**

'Core Standards of Service and Conduct' are inspired by the Nolan principles of public service and are applicable to all those involved in organising or attending LDC Conference (referred to throughout the remainder of this document as 'All those affected by this policy'). These are:

#### **Selflessness**

All those affected by this policy should act solely in terms of the interest of LDC Conference. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.

#### **Integrity**

All those affected by this policy should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

#### **Objectivity**

All those affected by this policy, in carrying out the business of the conference, should make choices on merit, including the awarding of contracts, appointment or recruitment to positions within the conference, or recommending individuals for rewards and benefits.

#### **Accountability**

All those affected by this policy are accountable for their decisions and actions and must submit themselves to whatever scrutiny is appropriate to their office.

#### **Openness**

All those affected by this policy should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only in the wider interest of the conference.

#### **Honesty**

All those affected by this policy have a duty to declare any private interests relating to their duties to the Conference and to take steps to resolve any conflicts arising in a way that protects the Conference's interest.

#### **Leadership**

All those affected by this policy should promote and support these principles by leadership and example.

#### **Professional behaviour**

All those affected by this policy should conduct themselves in accordance with the highest standards of professional behaviour in regard to their working relationships with all those similarly engaged in advancing the interests of the Conference, or in the provision of services to members.

## **Appendix 2**

### **Dignity at work**

All those involved in organising or attending LDC Conference are entitled to be treated with dignity and respect in their place of work, or in their dealings with the Conference. This means freedom from behaviour that can be interpreted as bullying or harassment, and access to redress if such behaviour does arise. It also means standards of everyday behaviour that contribute to a working environment in which mutual respect and individual dignity are maintained.

#### **Bullying and Harassment**

Behaviour can constitute bullying or harassment where it violates the dignity of an individual on the grounds of their race, colour, ethnic origin, religion, gender, sexuality, disability, or age, or where it creates an intimidating, hostile and degrading, humiliating or offensive environment. Individual or accumulative acts can seriously undermine the dignity, confidence, and work satisfaction of the subject to such an extent that it has an effect on their performance, and general happiness both inside and outside the Conference.

Conduct becomes harassment if it persists and the recipient has made it clear that the conduct is regarded as offensive, although a single offensive act can amount to harassment if it is sufficiently serious.

This definition of bullying and harassment is given further definition below by reference to particular forms of harassment.

#### **Harassment based on race, colour or ethnic origin**

Harassment based on race, colour or ethnic origin is conduct at work directed towards a colleague by another colleague or group of colleagues which is racist in nature, and which is regarded as unwelcome or offensive by the recipient.

The following are examples that illustrate such conduct, though this is not an exhaustive list:

- Jokes about race, colour or ethnic origin
- Use of offensive names
- References to colleagues by offensive racist descriptions
- Use of offensive or insensitive stereotypes
- Verbal abuse based on race, colour, or ethnic origin
- Circulation, or display, of offensive material based on race, colour or ethnic origin
- Detrimental behaviour because of a colleague's race, colour or ethnic origin

#### **Harassment based on religion**

Harassment based on religion is conduct directed towards a colleague by another colleague or group of colleagues which is based on the colleague's religious beliefs, or non - religious beliefs, and which is unwelcome to the recipient.

The following are examples which illustrate such behaviour, though this is not an exhaustive list:

- Jokes about religion
- Use of offensive names
- Use of offensive or insensitive stereotypes
- Verbal abuse based on religion

- Circulation, or display, of offensive material based on religion
- Detrimental behaviour because of a colleague's religious, or non – religious, beliefs

### **Sexual Harassment**

Sexual harassment is conduct directed towards a colleague by another colleague or group of colleagues which is of a sexual nature, or which is based on a colleague's gender, and which is regarded as unwelcome or offensive to the recipient.

The following are examples which illustrate such conduct, though this is not an exhaustive list:

- Unwanted physical contact
- Conduct which is intimidatory, or physically or verbally abusive
- Jokes that are based on sexual or gender issues
- Non – verbal conduct, such as staring or gestures
- Suggestions that sexual favours may further a person's career, or that refusal may hinder it
- Sexual advances, propositions, suggestions or pressure for sexual activity at or outside work
- Derogatory or demeaning remarks based on gender
- Circulation, or display, of offensive material that is sexual in nature

### **Harassment based on disability**

Harassment based on disability is conduct directed towards a colleague by another colleague or group of colleagues which is based on the colleague's disability and which is unwelcome to the recipient.

The following are examples which illustrate such behaviour, though this is not an exhaustive list:

- Jokes about disability
- Use of offensive names
- Use of offensive or insensitive stereotypes
- Verbal abuse based on disability
- Circulation, or display, of offensive material based on disability
- Deliberate actions designed to hinder a colleague's ability to undertake his/her duties because of their disability

### **Harassment based on sexuality**

Harassment based on sexuality is conduct directed towards a colleague by another colleague or group of colleagues which is based on the sexuality or perceived sexuality of the colleague and which is unwelcome by the recipient.

The following are examples which illustrate such behaviour, though this is not an exhaustive list:

- Jokes about sexuality
- Use of offensive names
- Use of offensive or insensitive stereotypes
- Verbal abuse based on sexuality
- Circulation, or display, of offensive material based on sexuality

## **Harassment based on age**

Harassment based on age is conduct directed towards a colleague by another colleague or group of colleagues which is based on the age or perceived age of the colleague and which is unwelcome by the recipient.

The following are examples which illustrate such behaviour, though this is not an exhaustive list:

- Jokes about age
- Use of offensive names
- Use of offensive or insensitive stereotypes
- Verbal abuse based on age
- Circulation, or display, of offensive material based on age

Bullying and harassment may not be based on the fact that a colleague belongs to a particular group, but simply because the individual has been singled out for such treatment. This may take the following forms, though again this is not intended as an exhaustive list:

- Limiting or withdrawing verbal communication
- Isolating a colleague by unfriendly behaviour
- Behaviour designed to belittle or produce anxiety in a colleague
- Unreasonable scrutiny of work
- Unreasonable criticism of work, and adopting double standards in expectations of work performance
- Unreasonable denial of leave and/or special leave requests
- Unreasonable denial of requests for flexible working
- Work or staff social activities that deliberately exclude a colleague
- Jokes or inappropriate humour at the expense of a colleague.

## **Standards of Work Behaviour**

All colleagues are expected to behave in a manner that is consistent with the values of the Conference's Standards of Service and Conduct, and that is conducive to a professional working environment. This includes the following:

- Courtesy towards colleagues
- Consideration and understanding of the work demands of colleagues
- Maintaining a temperate tone, and temperate language, in all verbal and written communication with colleagues
- Avoidance of the use of foul language
- Awareness of language and conduct which have the potential to offend a colleague
- Obtaining the express or implied permission of a colleague before adopting familiarity in conduct or language.

## Appendix 3

# Conflicts of Interest Policy

## Introduction

1. A conflict of interest is any situation in which an individual's personal interests, or interests which they owe to another body, and those of the Conference arise simultaneously or appear to clash. It is inevitable that conflicts will arise and there is a need to manage any potential to profit from an individual's position on the LDC Conference Agenda committee (AC) or for them to be influenced by conflicting loyalties. This also applies to staff where conflicts or potential personal gain may arise from their position on the AC.

## Managing conflicts of interest

7. Members must update their declarations of interest prior to the next annual return by reporting them to the whole PEC, and copied to the Secretary. The Secretary shall make the Register of Interests available at each meeting of the agenda committee.
8. There will be a regular item on the agenda for each meeting of the AC providing an opportunity for declarations of interest to be reported, and recorded in the minutes in addition to the Register of Interests.
9. The AC must discuss how any conflict of interest is going to be addressed or managed once it is declared, or arises during a meeting. Once the person with the conflict of interest has made the declaration (or who has been challenged as having a conflict) and has explained (or responded to) the nature of the conflict, they should withdraw from the meeting to allow the other members to discuss the implications. The usual options are for the individual's interest to be noted each time the item arises or, where there is a material interest, the individual should withdraw from the meeting and take no part in the discussion or decision. The decision on how the conflict will be managed must be recorded in the minutes, with the extract from the minutes placed in the Register of Interests.
10. Declarations of gifts or hospitality should be noted in the minutes, with a clear record that the declaration has been regarded as producing a conflict (and so a record of how the conflict will be managed) or agreement that the gift or hospitality does not entail a conflict of interest. If it is concluded that a gift or hospitality does not entail a conflict of interest, there shall be no need for this to be recorded in the Register of Interests beyond the record in the minutes.
11. A culture of challenge is also encouraged. An AC member should question whether a conflict of interest has arisen for another member, and if accepted as a conflict, its management should be considered in accordance with the policy.