



The Lucy Rose Clinic

INTEGRATIVE HEALTH SOLUTIONS

The Lucy Rose Clinic- Behaviour at Work Policy

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Introduction

The Lucy Rose Clinic is committed to fostering a professional, respectful, and safe work environment. To achieve this, we have established this Behaviour at Work Policy. This policy outlines the expected behaviour from all our employees, contractors, and volunteers to ensure a harmonious workplace.

Policy Statement

- **Professionalism:** All employees are expected to behave professionally at all times. This involves delivering high-quality work within stipulated timelines, adhering to our dress code, and respecting the company's rules and regulations.
- **Respect:** Everyone must exhibit respect towards their colleagues, clients, and anyone they interact with during their work. This entails avoiding offensive language, respecting others' personal space, and acknowledging different perspectives.
- **Teamwork:** Collaboration and open communication are encouraged at The Lucy Rose Clinic. Employees should be willing to share ideas, assist their colleagues, and work together towards our common goals.
- **Integrity:** Honesty and transparency should guide all actions. Employees must avoid misrepresentation, theft, or any form of dishonest behaviour.
- **Compliance:** All employees must comply with legal regulations, ethical guidelines, and company policies. This includes our Health and Safety, Anti-Discrimination, and Data Protection policies.
- **Code of conduct and standards of behaviour**

At The Lucy Rose Clinic, we are committed to providing a working environment where all employees are treated with respect, professionalism, and dignity. The following code of conduct and standards of behaviour are designed to maintain a positive and productive workplace for everyone.

- **Honesty & Integrity:** We expect all employees to act with honesty and integrity in their dealings with colleagues, customers, and other stakeholders. This includes providing accurate information and making decisions based on the best interests of the company.
- **Respect and Equal Opportunity:** We believe in treating everyone with respect and dignity. Discrimination, harassment, or bullying of any kind is not acceptable. We are committed to providing equal opportunities for all, regardless of race, colour, religion, gender, age, national origin, disability, or sexual orientation.
- **Professionalism:** Employees should conduct themselves in a professional manner at all times. This covers punctuality, dress code, communication, and interaction with others.
- **Confidentiality:** Employees are expected to handle all company information with utmost confidentiality. Unauthorised disclosure of sensitive information can lead to disciplinary action.
- **Compliance with laws and regulations:** All employees are required to comply with local, state, and federal laws and regulations related to their work. Any illegal activity within the workplace or during work-related activities is strictly prohibited.
- **Conflict of Interest:** Employees should avoid situations that may lead to a conflict of interest. Any potential conflicts should be immediately reported to your supervisor or the HR department.
- **Workplace Safety:** We are committed to providing a safe and healthy working environment for all employees. Any behaviour that compromises the safety of our staff will not be tolerated.

By adhering to these principles, we can create a workplace that fosters teamwork, respect, and success. Any violation of these standards may result in disciplinary action, up to and including termination. Your cooperation in following these guidelines is greatly appreciated.

Bullying and Harassment

The Lucy Rose Clinic strictly prohibits any form of bullying, harassment, or discrimination. Any such behaviour should be reported to the HR department, and it will be addressed as per our Anti-Harassment and Discrimination policy.

Disciplinary Action

Breaching this Behaviour at Work policy may result in disciplinary action, ranging from counselling sessions to termination, depending on the severity of the violation.

Reporting

If you witness or are a victim of behaviour that violates this policy, please report it immediately to your supervisor or the HR department. All reports will be treated confidentially and without prejudice.

BEHAVIOUR AT WORK

You should behave with civility towards fellow colleagues, clients and members of the public, whilst at work. Rudeness will not be permitted. Objectionable or insulting behaviour or bad language may result in disciplinary action up to and including termination.

You should use your best endeavours to promote the interests of the Employer and shall, during normal working hours, devote the whole of your time, attention and abilities to the Employer and its affairs.

Any involvement in activities which could be construed as being in competition with the Employer is not allowed.

CUSTOMER SERVICE EXPECTATIONS

You are required to adhere to essential standards of customer service. Specifically:

- attend to customers and your jobs promptly
- introduce yourself by name
- acknowledge customers by name when possible
- greet and thank customers courteously
- listen and respond in an attentive way to customer inquiries
- be polite, friendly and welcoming when communicating with customers, whether it be in person or by any other means
- do not swear or speak crudely in front of customers
- respect and protect customer property and
- protect confidential information relating to customers.

This list is not exhaustive.

CONFLICT OF INTEREST

You may not be involved, employed or engaged in any activity which may be or is likely to create a conflict of interest. The Employer may take whatever action it determines appropriate to avoid the actual or potential conflict of interest. Such action may include: transfers, reassignments, changing shifts, or, where the Employer deems such action appropriate, termination of employment.

NON-DISPARAGEMENT

You must not at any time, either during your employment, or at any time after termination, disparage or otherwise make any statement, or permit or authorise any statement to be made, which is calculated or reasonably likely to damage the reputation or cause other damage to the Employer or any Associated Entity, or any of their respective employees or officers.

During the Term of this Agreement and thereafter, you shall not, and shall not authorise or permit any of your representatives to, directly or indirectly, make, express, transmit, speak, write, verbalise or otherwise communicate in any way (or cause, further, assist, solicit, encourage, support or participate in any of the foregoing), any remark, comment, message, information, declaration, communication or other statement of any kind, whether verbal, in writing, electronically transferred or otherwise, that might reasonably be construed to be derogatory or critical of, or negative towards, any of its services, operations, policies, practices or businesses or any of its directors, officers, affiliates, employees, agents or representatives, or that may damage any of their reputations or goodwill. Any breach of this clause may result in legal action for damages or other remedies as available under the law.

TRADE SECRETS

The Employee agrees that during the term of their employment and thereafter, they will not disclose any confidential information pertaining to the Employer's business, including but not limited to customer lists, trade secrets, intellectual property, business strategies, financial information, or any other information of a confidential nature that the Employee has obtained during their employment. The Employee acknowledges that all intellectual property rights, including but not limited to patents, copyrights, trademarks, and trade secrets related to the Employer's business, are the sole and exclusive property of the Employer. The Employee agrees not to assert any claims of ownership over any such intellectual property rights. Any creation, invention, design, or discovery (whether patentable or not) that the Employee makes during their employment will be the sole and exclusive property of the Employer. The Employee agrees to promptly disclose and assign to the Employer all right, title, and interest in and to such creations, inventions, designs, or discoveries.