



Middlesex
University

Working Together

Middlesex is committed to being an excellent University. We believe that our students, customers and business development partners are entitled to the highest possible educational experience, services and standards of behaviour from all our staff. In turn we aim to be an employer of choice and we believe our staff are entitled to the best working environment possible. This Code of Conduct is intended to help us achieve these aims.

INTRODUCTION

- We know that our continued success is dependent on the loyalty, honesty, professionalism and hard work of our staff. Therefore, we are committed to providing a positive working environment to support staff to do their best. This Code of Conduct cannot cover every area of working life but it can help everyone to understand the main standards that affect our work and what is expected of us all.
- It is important that you read and understand the standards of conduct expected of you.
- The Code is supported by other University policies, such as the Health and Safety Policy, and the Equality and Diversity Policies which all aim to provide a positive working environment. These policies set out in further detail standards of behaviour and conduct expected. Our policies can be found on the intranet.
- As with the Code you should familiarise yourself with these policies and seek advice from your manager if you are unsure as to how they relate to you. Line managers are also expected to be familiar with all policies and to seek guidance from HR where necessary.
- Minor breaches of our standards will normally be dealt with informally, however, more serious or repeated breaches may result in disciplinary action. Examples of issues considered as warranting disciplinary action can be found in our Disciplinary Procedure on the intranet.
- Any employee who is witness to or is experiencing behaviour that is contrary to the Code should feel confident bringing this to the attention of his/her line manager/a Harassment Advisor/TU representative/other appropriate manager. The manager will be responsible for ensuring that the matter is investigated. Concerns may also be raised using our Complaints Procedure.

OUR CORE BEHAVIOURAL VALUES

The University has an agreed set of core behavioural values that all staff should demonstrate in all they do:

- **Honesty and integrity**
This is more than just observing professional standards; it is about being open and demonstrating sound judgement. In all our work we will act ethically and stay true to our standards.
- **Mutual support**
In all our working relationships we treat others with consideration, dignity and respect. We are proud of Middlesex and its reputation and want to improve it together.
- **Strong personal commitment to colleagues and students**
We aim to understand people and to see things from our students, colleagues and customers point of view. We seek and listen to others feedback, show them that we care and deliver what we say we will.
- **Taking personal responsibility**
We demonstrate a strong sense of responsibility to students, colleagues and the university. We are flexible and challenge ourselves to do better..

STANDARDS OF BEHAVIOUR

GENERAL

We expect all of our staff to:

- Give our students and other customers the highest possible standards of service;
- Conduct themselves outside of work in a manner which will not be reasonably regarded as bringing the University into disrepute;
- Behave honestly with their managers, colleagues, students and service users;
- Follow reasonable management instructions, our policies, procedures and employee handbooks;
- Treat each other with courtesy and respect.

EQUALITY AND DIVERSITY

- We are committed to providing a working and learning environment that is free of intimidation or harassment and which promotes and respects diversity. We all have a part to play in ensuring that we achieve this aim and we expect all of our staff to treat colleagues, students and business partners with dignity and respect.
- We will not accept unlawful discrimination of any kind. Allegations of discrimination, bullying and harassment will be fully investigated and may result in disciplinary action if proven.

See our Equality and Diversity Strategy and our Promoting a Positive Work Environment Policy.

WORKING HOURS AND ATTENDANCE

- The University aims to provide flexible working arrangements and appreciates that travel arrangements may break down. You should make all efforts to be reliable and on time when you come to work or have scheduled work commitments or meetings.
- If you are absent you should always follow our absence reporting procedure.

See our Sickness Absence and Ill Health Policy

OCCUPATIONAL HEALTH AND SAFETY

- We aim to provide a safe, clean and secure working environment for all staff.
- We provide a Health and Safety induction to all new staff.
- All staff are expected to work safely, following our health and safety policies and procedures and any other health and safety duties that affect your work.
- You must not be under the influence of alcohol or non prescribed drugs while at work.
- If your manager requests that you attend an appointment with our Occupational Health provider because your health is affecting your ability to do your job then you are expected to fully co-operate. .
- You must ensure that you take responsibility for your own health and safety and that of others who may be adversely affected by actions or omissions on your part.

See our Occupational Health Policies, Procedures and Guidelines found on the intranet.

WORKING WITH OUR RESOURCES

Our resources are not only physical and financial but also include our reputation and goodwill with students, suppliers and external partners. We expect all of our employees to use our resources with care and to observe the following:

- carry out any financial or budget responsibilities properly and make sure that you use any University funds in a responsible and legal way. You should always follow our financial rules, regulations and procedures and if you are not sure about anything, you should ask your manager.
- fill in documents, forms or records honestly and never damage, change or falsify them, particularly for financial gain.
- follow our Computer Use Policy which sets our expectations and provides best practice guidance on specific topics such as data protection and use of the internet. Breaches of the Computer Use Policy, (for example, viewing pornographic material on Middlesex computers, or using the internet excessively for personal use during working hours) may result in disciplinary action.
- observe our Data Protection Policy, taking care to avoid any unauthorised disclosure or use of personal or commercially sensitive information.

CRIMINAL OFFENCES

- We expect all of our employees to work within the law.
- If you are charged or convicted with a criminal offence, you must let your manager know, as they will need to consider if it impacts on your ability to carry out your role or on the University's reputation. Equally the manager may be able to offer you various forms of support.

STANDARDS OF PROBITY

We are committed to conducting our business and operations to the highest ethical standards with integrity and honesty. In addition to the standards set out below you should familiarise yourself with our Ethics Framework Statement.

EXTERNAL COMMITMENTS

- Orders and contracts must be awarded on merit, fair competition and in accordance with the University's financial regulations. Relationships of a business or private nature with external contractors or suppliers, or potential contractors or suppliers, should be made known to the appropriate manager to avoid a possible conflict of interest, or the impression of a possible conflict of interest, arising.
- You must tell your manager if anyone tries to bribe you or another employee, or if there is any evidence of corruption or improper behaviour by others. If your manager is involved, you should report the matter to your Executive Line Director.
- The University encourages staff to undertake voluntary work in the community and provides paid time off for certain public duties.

- However, no outside work, whether paid or unpaid, should be undertaken without the permission of your line manager. Permission will not be unnecessarily withheld, but the manager must be satisfied that there is no conflict of interest nor breach of the Working Time Directive.
- External work should not be carried out during the hours you are contracted to work for Middlesex. This requirement extends to periods of sickness or dependency leave etc.

RELATIONSHIPS

- Middlesex employees' private lives are their own concern but must not conflict with their duties and responsibilities towards the University. The University has a specific policy on consensual/personal relationships between staff and students.
- You must tell your manager if you have a friend, partner, associate or relative who provides the University with goods or services or who is receiving educational or other services from us and who you deal with directly through your work.
- If you are related to an applicant or have a personal or business relationship with them, you should not be involved in giving them a job unless you have declared the interest and this has been approved.
- You may give personal references but these must never be on Middlesex stationery and must not imply that they are an official University reference, unless you have been authorised to do so.

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TEACHING AND RESEARCH

In addition to the general obligation on staff to act professionally, we expect our employees to:

- Maintain the highest possible standards for teaching and learning, particularly when preparing and delivering lectures and talks.
- Treat all students fairly and be aware of diversity and learning patterns among students, drawing from student feedback as appropriate.
- Be available for students and colleagues at regular, specified times during the teaching year. Availability should be communicated through use of electronic diaries or other locally determined arrangements.
- Respond to student communications courteously and promptly, giving an estimated response time where an immediate substantive response is not possible.
- Attend important School events, which concern the overall development, improvement or well being of the School or its students.
- Attend School and Departmental meetings and other University or School committees to which you belong unless you have important alternative commitments, or exceptional circumstances for absence. Where absence is unavoidable this should be communicated with as much notice as is possible to assist planning.

OTHER LEAFLETS AVAILABLE IN THIS SERIES:

WHAT'S THE DEAL?

Higher Education has never been more exciting, or offered greater career opportunities. This leaflet sets out a range of factors that make working at Middlesex University an attractive option.

WHAT'S THE POLICY?

We aim to be an employer of choice, with employment policies and procedures based on best practice. This leaflet sets out our main policies and procedures.

WHAT IS STAFF DEVELOPMENT?

This leaflet sets out our commitment to providing all our staff with development and training opportunities.

FURTHER INFORMATION

All of the policies procedures and guidelines referred to in this leaflet can be found on the University's intranet at: www.intra.mdx.ac.uk/services/HRS/

This leaflet is produced by Human Resources.

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**INVESTORS
IN PEOPLE**