

## PERFORMANCE AND CONDUCT AT WORK

All IMMA employees are bound by the Code of Conduct as set out in this document.

As well as maintaining the highest standards conferred on us with our status as Public Servants, IMMA employees are bound to perform through the mutual trust and confidence implied in our Contract of Employment.

### PERFORMANCE MANAGEMENT at IMMA

IMMA is working to implement a robust and agreed Performance Appraisal System. Until this is in place Line Managers have a responsibility for assessing Employees Performance in the manner which suits the requirements of the role. It is incumbent on the Employee and the Line Manager to ensure that performance is reviewed regularly and constructive feedback is given to improve performance where required.

Where performance falls below acceptable standards the Disciplinary Process may be invoked. Where an employee has a concern, problem or complaint that they are unable to resolve informally with their Line Manager, they can call on the Grievance Procedure.

The following Policies set out the general requirement for Standards and Behaviour at Work and the Policies and Procedures which may be used to address performance that falls below acceptable standards.

- 7.1 GENERAL CONDUCT and BEHAVIOUR
- 7.2 DISCIPLINARY
- 7.3 GRIEVANCE
- 7.4 BULLYING & HARASSMENT
- 7.5 EQUAL OPPORTUNITIES
- 7.6 PREVENTION OF CORRUPTION (Amendment) Act 2010

## 7.1 GENERAL CONDUCT and BEHAVIOUR

### 7.1.1 Purpose of the Guidelines

The purpose of these guidelines is to inform employees about IMMA's policy on the main aspects of business conduct. The guidelines are intended to be of assistance to staff in carrying out their duties to the highest standards of professional conduct and integrity. They are not intended to be exhaustive in the sense that they do not attempt to deal specifically with all of the different kinds of situations which can arise. If staff members are in doubt at any time as to the appropriateness of a particular course of action, they should consult their reporting line manager.

### 7.1.2 Principles of the Code

In the performance of their duties Staff must:

Maintain high standards in service delivery by:

- \* conscientiously, honestly and impartially serving the public;
- \* always acting within the law; and
- \* performing their duties with efficiency, diligence and courtesy.

Observe appropriate behaviour at work by:

- \* dealing with the public sympathetically, fairly and promptly;
- \* treating their colleagues with respect.

Maintain the highest standards of probity by:

- \* conducting themselves with honesty, impartiality and integrity;
- \* never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions concerning their official positions;
- \* abiding by guidelines in respect of offers of gifts or hospitality; and
- \* avoiding conflicts of interest.

### 7.1.3 Conflicts of Interest

Members of staff are required to avoid situations in which their personal interests could conflict with the interests of IMMA or its clients. Staff members are obliged to notify their reporting line manager in writing of any potential conflicts of interest, which may arise in relation to the conduct of their duties, as soon as they become aware that a potential conflict of interest may exist.

### 7.1.4 Confidentiality

The unauthorised release of confidential information directly or indirectly to third parties, including the media, is strictly prohibited. Such action represents a gross breach of trust, which could be highly damaging to the Museum. The obligation on individuals to treat information confidentially prohibits the misuse, directly or indirectly, of confidential information or the disclosure of proprietary information.

Staff should take particular care to safeguard properly all IMMA documents. On ceasing to hold office, staff are personally responsible for ensuring that all IMMA property and documents, whether in paper or electronic form in his or her possession, are returned to the Museum and that copies are not retained in any form.

#### 7.1.5 Outside Employment

You may not, without the prior written consent of the Director, engage in any business, employment or activity which would adversely affect your ability to carry out your duties as an employee of IMMA in a satisfactory manner. You must notify your manager in writing about any potential conflicts of interest that may affect the performance of your duties as an employee of the Museum and as soon as you are aware of it. It is your responsibility to ensure that conflicts of interest do not arise.

#### 7.1.6 Entertainment & Gifts

Care should be taken to ensure that neither IMMA, nor its staff, are compromised in accepting entertainment from parties with which IMMA is involved or likely to be involved.

Gifts or offers of paid travel and or expenses by third parties should not be accepted from clients or from parties seeking or likely to seek business from IMMA.

However, where refusal to accept it might be regarded as discourteous, it has been agreed that all corporate gifts received be donated to a designated charitable organisation (two staff members to sign off on where donations are to be sent). Staff should inform the donating company what charity their gifts have been sent to.

#### 7.1.7 Public Appearances, Interviews and Publishing Articles

Publishing any material or giving media interviews in any way relating to the interests of the Museum is not permitted without the express prior approval of the Director.

Other media activity (i.e.) all interviews, reports for newspapers, social media etc should be done in the best interest of the Museum and copies of all material should be given to Line Managers and/or Director.

#### 7.1.8 General

It is not possible for a set of rules or guidelines to provide for all situations, which may arise. Staff will bear in mind therefore, that it is primarily their responsibility to ensure that all of their activities, whether covered specifically or otherwise in this document, are governed by the ethical considerations implicit in them.

#### 7.1.9 Civil Service Code of Standards and Behaviour

Staff should observe the General Standards of conduct and behaviour as set out in the Guidelines:

<http://hr.per.gov.ie/wp-content/uploads/2011/06/Civil-Service-Code-of-Standards-and-Behaviour.pdf>