



STAFF CODE OF CONDUCT POLICY: (updated 27th September 2024)

Version:	20210319
Owner:	Human Resources Manager
Topic area:	Human Resources, and Health and Safety
Document Reference Number:	APS HR 002

OBJECTIVE

The aim of the Code of Conduct Policy is to provide clear guidance about staff behaviour and actions so as not to place students or staff at risk of harm or of allegation of harm to a student.

The Staff Code of Conduct policy is to be read together with ISP Code of Conduct Policy Statement enforceable since 1st September 2019 below.

This is also to ensure the very highest professional standards both as a means to facilitate the highest standards of learning, and also to facilitate the best possible reputation and regard for the institution.

Staff are expected to be familiar with the following policies published here: <https://apschools.sharepoint.com/>

1. Anti-bullying policy
2. Safer recruitment policy
3. Medical emergency response policy
4. Safeguarding policy
5. Whistleblowing policy
6. Social media policy

1. DAILY CONDUCT REQUIREMENTS FOR STAFF

The campus needs to have a proper system of check and balance and appropriate norms and guidelines to ensure that staff are able to work together effectively and with minimum conflict and misunderstanding. Staff need to be clear as to what is defined as misconduct and what could potentially be the implications to breach any of the rules and guidelines. The daily conduct will include amongst others:

a) Professional conduct

Staff will be subjected to the terms and conditions of the campus, as disseminated and modified from time to time, in relation to their conduct, discipline and other matters.

Staff are obliged to work and conduct themselves professionally to: -

- ✓ Carry out to the best of their ability, the duties corresponding to their assignment.
- ✓ Observe and obey all reasonable instructions, orders of work given by their line managers and regulations given or issued by the School.
- ✓ Maintain good working relationship with colleagues, peers, students and parents.
- ✓ For effective communication, avoid shouting/raising voices, use of sarcasm or belittling colleagues or students.
- ✓ Avoid contradicting/publicly disavowing management directives, guidelines and policies.
- ✓ Maintain confidentiality concerning the School, their jobs, equipment and business transactions between the School and its clients. Staff not discuss School or client confidential matters with anyone outside the School.
- ✓ Work in the premises / workplace during hours defined in contracts and other documents.



b) *Personal appearance*

The campus regularly receives visitors e.g. parents, potential parents, government officials and others, and naturally wishes to convey an impression of efficiency and professionalism. Therefore, whilst not wishing to impose unreasonable obligations on staff, they are, nonetheless, required to look smart in appearance. Some recommended guidelines to follow:

- Staff are expected to dress in smart business attire unless the day's tasks require otherwise.
- Staff must always present a clean, professional appearance.
- Staff are expected to be well-groomed, wear clean clothing, free of holes, tears or other signs of wear.
- Clothing with offensive or inappropriate designs or stamps or too revealing are not allowed.
- Clothing and grooming styles dictated by religion or ethnicity are exempted.

Line managers will be expected to inform staff when they are violating the dress code. Staff in violation are expected to immediately correct the issue. This may include having to leave work to change clothes. Repeated violations that have major repercussions may result in disciplinary actions being taken up to and including termination.

c) *Email use (and staff messaging groups)*

In today's rapidly changing workplace, e-communications is as important form as in paper communication. Staff will need to take extra moment to review and organize your thoughts before pressing the 'send' button. Here are some email tips and a review of email diplomacy:

- To help recipients prioritise email, make the subject line specific.
- Restrict email distribution to only those who need to be included:
 - We have an obligation to help minimise the quantity of emails we all have to manage;
 - We should never use email to highlight perceived mistakes to an audience who do not need to be included.
- Use the 'To' and 'CC' address bars appropriately – remember only copy those who need to be included.
- Avoid sending email when you are angry or emotional. Cool off, and then review your response.
- Avoid use of all caps as this can be perceived as 'shouting' via email.
- On the occasions where there is a professional disagreement, ordinarily you should in email dialogue include those with whom you disagree.
- If you are unable to check your email for a period of time, be sure to leave an outgoing message indicating the date when you will be reading and responding to your emails.
- If you are unclear about an issue, refer to your line manager.

It is neither desirable nor productive for us to have a '24/7' working culture. Therefore

- **There is no expectation for anyone to respond to emails outside 7.45 am to 4.30 pm**
 - Colleagues can write and send emails at any time but no one has to read or respond outside work hours
 - Colleagues must have the freedom to determine when they work (each person is in different circumstances and this should be accommodated)
- **Keep email traffic to a minimum**
 - If an email doesn't require a response, then do not feel compelled to give a response
 - Although it is nice to be courteous to say 'thank you', it is helping your colleague even more if you don't add to their inbox
 - Unless acknowledgement of an email is specifically requested, there is no need to reply stating 'noted' or 'will revert'



For work messaging (e.g. use of WhatsApp):

- Colleagues can only send work messages to other colleagues via WhatsApp (or equivalent) **between 7 am and 5 pm.**
 - There will occasionally be exceptions to this rule but this must be done extremely sparingly for emergencies

Remember, email is still a written medium of communication, and it is important for staff to review outgoing communications for spelling errors, incomplete sentences or grammatical errors.

d) Attendance and timekeeping

Should a staff member need to be absent or expect to be late for any reason, they should ask their line manager in advance when possible. If this is not possible, they are asked to contact the Head of Department at the earliest opportunity.

e) Smoking

The Malaysian government has designated all schools as non-smoking zones; therefore, smoking is not allowed anywhere on site. We also wish to promote a healthy and pleasant working environment and minimise fire risks.

f) Alcohol and illegal drugs

Neither alcohol nor illegal drugs are permitted on campus. Staff conduct and performance must not be adversely impacted by alcohol or drugs when undertaking their duties. Staff must not bring APS or ISP into disrepute through alcohol or substance abuse.

g) Mobility and flexibility

Due to the demands and nature of the business operations of the campus, staff should be expected to provide support inter-departments, either temporarily or permanently, to undertake tasks of a different nature, providing it is reasonable and safe to do so and the staff member is adequately trained.

h) Financial interests in suppliers/customers/clients

Staff shall not have any financial interest or own, either directly or indirectly shares or other forms of beneficial interests in companies or firms or sole proprietorships which supply materials, equipment, property and/or services or have other business dealings with the School.

i) Security of confidential information

Staff shall not without prior consent of the School, give or release to any person not employed by the School any data of information which is regarded by the School as of a confidential nature concerning the School or any affiliate, such as that relating to various trade secrets, processes, methods, decisions, advertising or promotional programs, plans, earnings, financial or business forecasts, discoveries or competitive bids or otherwise use such information which is not generally known to the public for personal advantage and/or not in the best interest of the school.



2. EQUAL TREATMENT

We are committed to equal treatment for all students regardless of gender, gender identity, sexual orientation, race, disability, religion or belief. We keep a record of racist incidents.

We aim to create a friendly, caring and perceptive environment in which every individual is valued. We endeavour to contribute positively towards the growing autonomy, self-esteem and safety of each student. Our staff undertake regular consultation activities with our students e.g. through questionnaires, participation in harmful behaviour activities and speaking to children about their experiences at lunchtime and play-times.

Harmful and abusive behaviours (bullying)

Harmful and abusive behaviour, harassment, victimisation and discrimination will not be tolerated. We treat all our students and their parents fairly and with consideration and we expect them to reciprocate towards each other, the staff and the school. Any kind of abusive behaviour is unacceptable and the school keeps a record of any incidents. **Please refer to safeguarding policy on bullying here <https://apschools.sharepoint.com/>**

3. ACCEPTABLE USE OF TECHNOLOGIES

a) Use of mobile phones and cameras

Photography and video of students will be taken by staff for internal and external promotional use (notice of objection to school use of photography and video of students must be provided in writing to the Head of Parents Services). We may use external photographers / video for professional shots and videos under the direction of the Head of Parents Services. Photographs will only be taken by designated staff member(s).

Where photographs are taken by staff to given evidence of children's progress, photos can be taken on school cameras. They must then be downloaded onto school computers, where they will be monitored. Photos cannot be used or passed on outside the school. Photos may be taken on personal devices with approval from designated managers but must be downloaded on to school computers (accessible to managers) and removed from personal devices before leaving the campus on the same day.

Video/photographic images of students can be taken by parents, guardians, carers or relatives at school events within the grounds, on the basis that they are for private retention and not for publication in any manner, including use on personal websites.

b) Social media

Staff are advised to closely and regularly monitor their presence on social media and to keep their privacy settings at their highest. **Please refer to the ISP Social Media Policy here <https://apschools.sharepoint.com/>**

Approved by: Paul Rogers, Campus Principal

Approved: _____

Next review: Propose every two years

POLICY STATEMENT

Code of Conduct

VERSION NUMBER:	1.0
THIS VERSION:	
PREVIOUS VERSION:	
ORIGINAL VERSION:	
OWNER:	GROUP DIRECTOR OF HR
TYPE OF PAPER:	POLICY STATEMENT
TOPIC AREA:	HR
DOCUMENT REF:	

A. PURPOSE

The purpose of this Policy Statement is to set out the standard of conduct expected of all those working for us, and to provide information and guidelines for acceptable behaviour.

B. SCOPE

This Policy Statement is **mandatory** for all Schools in the Group, and all parts of the business including ISP head office, and ISP regional offices.

The adoption date of this Policy Statement is 01/01/2019 and should be applied by all Schools by 01/01/2019.

C. DEFINITIONS

Drug: In this Policy Statement, Drug includes controlled drugs, psychoactive (or mind-altering) substances sometimes known as 'legal highs', and the misuse of prescribed or over-the-counter medication.

Group: ISP and any subsidiary or related group company.

ISP: International Schools Partnership Limited.

ISP Management Board (or "SMT"): The ISP senior management team.

ISP Board: The board of directors of ISP. This is the Group's strategic board.

Line Manager: The person who has direct line managerial responsibility for the employee. The Line Manager's responsibilities, as detailed in this procedure, may be performed by a manager of equivalent seniority or a more senior member of staff.

Policy Application Notes: Notes setting out the legal and regulatory requirements relevant to implementing the key principles of this Policy Statement, which must be fully up to date and compliant with the applicable laws and regulation/s relating to employee conduct in the relevant Region.

Region: United Arab Emirates, Latin America, USA, Europe, Southeast Asia and such other region as the ISP Board may determine from time to time.

Regional Managing Directors: The regional managers responsible for each Region within the ISP Group.

Regional Staff: in each Region any person employed or engaged by ISP or the Group who is not School Staff.

School: Any school which is part of the ISP Group.

School Staff: any person employed or engaged by a School.

D. ROLES AND RESPONSIBILITIES

The ISP Board has overall responsibility for ensuring that this Policy Statement complies with our legal and ethical obligations, and that those under ISP's control comply with it.

The Policy Owner has delegated responsibility for oversight of the implementation of this Policy Statement, and is responsible for appropriate reporting under this Policy Statement to the ISP Board, which shall be a minimum of once a year.

The Policy Owner on behalf of the ISP Board will monitor the effectiveness of this Policy Statement through regular review, and via an internal audit process. This will include an annual review of this Policy Statement undertaken by the Policy Owner.

The ISP Management Board is responsible for ensuring the implementation of this Policy across the Group and delegates day to day responsibility in each Region to the Regional Managing Directors, who in turn are responsible for:

- Developing Policy Application Notes, which are fully compliant with this Policy Statement and approved by the Policy Owner;
- Keeping the Policy Application Notes under regular review, and communicating any updates;
- Ensuring each School has its own policy applicable to School Staff, which is fully compliant with this Policy Statement and the Policy Application Notes; and
- Monitoring the implementation and effectiveness of each School's policy.

All ISP Group employees in roles that may involve conduct issues must ensure that they read, understand, and comply with this Policy Statement, and the relevant supporting Policy Application Notes and School policies. The following roles are automatically deemed to involve conduct issues:

- All Regional team members;
- All Head Teachers;
- All Human Resources staff in Schools and in the regional ISP team; and
- All staff with line management responsibilities.

The Regional Managing Director must ensure that appropriate training is put in place for relevant staff, appropriate to their role and in accordance with the Policy Application Notes.

Staff are required to avoid any activity that might lead to, or suggest, a breach of this Policy Statement. If anyone is unclear on any aspect relating to the application of this Policy Statement, they should seek guidance from the Regional Managing Director for the Region or the Policy Owner.

Compliance with this Code of Conduct is the responsibility of all those working for us and under our control.

E. KEY POLICY PRINCIPLES

All Regions and Schools must have in place their own Code of Conduct policy which is consistent with this Policy and local laws but also reflects the following principles:

General principles:

- We expect high standards from all staff in their conduct and performance at work.
- All staff should follow ISP's purpose and principles, including to:
 - Help children and students learn to levels that amaze them;
 - Inspire children and students to be successful now and equip them to be successful later;

- Work in partnership within and across regions, cultures and languages;
- Put our children and students at the heart of our business; and
- Treat everyone with care and respect.
- Staff should act at all times in good faith and in the best interests of our business and our pupils.
- Staff should be diligent, honest and ethical in the performance of their duties and should, during working hours, devote the whole of their time, attention and abilities to them.
- Staff should be professional, willingly cooperate with others, and conform to the reasonable directions of their Line Manager.
- Staff should adhere to regulatory and professional standards.
- Staff should be polite and courteous in their behaviour at all times.
- Staff appearance should be professional at all times both within the workplace and when representing ISP or the School(s).
- Staff should comply with the terms of their employment contract.
- Staff should adhere to our Policy Statements and Regions' Policy Application Notes.
- Staff should not conduct themselves outside of work in a way that could be detrimental to the image or reputation of ISP or the School(s).
- Staff should not be involved in any criminal activity or behaviour.
- Any breaches of this Policy Statement may lead to disciplinary action in accordance with the Disciplinary Policy Statement and the Region's Policy Application Note.
- In line with our Dignity at Work Policy Statement, Schools and Regions should ensure that this Policy Statement is not used in a discriminatory manner against any member of staff and that no individual is unfairly targeted.

Drugs and Alcohol principles:

- We are committed to providing a safe, healthy and productive environment for our staff and students. This includes ensuring that all staff are fit to carry out their jobs safely and effectively in an environment which is free from alcohol and Drug misuse.
- Staff are expected to arrive at work fit to carry out their job and to be able to perform their duties safely without any limitations due to the use or after effects of alcohol or Drugs.
- Staff should not, in connection with any work-related activity:
 - report, or endeavour to report, for duty having consumed Drugs or alcohol likely to render him/her unfit and/or unsafe for work;
 - consume or be under the influence of Drugs or alcohol while on duty;
 - store Drugs or alcohol anywhere on our premises; or
 - attempt to sell or give Drugs or alcohol to any other member of staff or other person including pupils.
- Staff should inform their Line Manager or Human Resources team of any prescribed medication that may have an effect on their ability to carry out their work safely, and must follow any instructions subsequently given.
- Staff should not attempt to cover up for a colleague whose work or behaviour is suffering as a result of an alcohol or Drug-related problem.
- If a Line Manager considers that deterioration in work performance and/or changes in patterns of behaviour may be due to alcohol or Drug misuse they should seek advice from the Human Resources team or the Regional Managing Director.
- Subject to local laws, Schools and Regions reserve the right to conduct searches for alcohol or Drugs on School or Regional premises, including, but not limited to, searches of lockers, filing cabinets and desks, bags, clothes and packages. Any alcohol or Drugs found as a result of a search will be confiscated and action may be taken under our Disciplinary Policy Statement.
- Confidentiality of any member of staff experiencing alcohol or Drug-related problems should be maintained appropriately. However, in supporting staff, some degree of information sharing is likely to be necessary.

Misconduct:

The following are examples of matters that will normally be regarded as misconduct and will be dealt with under our Disciplinary Policy Statement and Regions' Policy Application Notes.

- Minor breaches of our policies;
- Minor breaches of the employment contract;
- Damage to, or unauthorised use of, our property;
- Poor timekeeping;
- Time wasting;
- Unauthorised absence from work;
- Refusal to follow instructions;
- Excessive use of our telephones for personal calls;
- Excessive personal e-mail or internet usage;
- Negligence in the performance of duties; or
- Smoking in no-smoking areas.

This list is intended as a guide and is not exhaustive.

Gross Misconduct:

Gross misconduct is a serious breach of contract and includes misconduct which, in our opinion, is likely to prejudice our business or reputation or irreparably damage the working relationship and trust between us. Gross misconduct will be dealt with under our Disciplinary Policy Statement and Region's Policy Application Notes. The following are examples of matters that are normally regarded as gross misconduct which will normally lead to dismissal without notice or pay in lieu of notice (summary dismissal):

- Fraud, forgery or other dishonesty, including fabrication of expense claims;
- Actual or threatened violence, or behaviour which provokes violence;
- Deliberate damage to our buildings, fittings, property or equipment, or the property of a pupil, colleague, contractor, customer or member of the public;
- Serious misuse of our property or name;
- Deliberately accessing internet sites containing pornographic, offensive or obscene material;
- Repeated or serious failure to obey instructions, or any other serious act of insubordination;
- Unlawful discrimination or harassment;
- Bringing ISP or the School into serious disrepute;
- Being under the influence of alcohol, Drugs or other substances during working hours;
- Causing loss, damage or injury through serious negligence;
- Serious or repeated breach of health and safety rules or serious misuse of safety equipment;
- Unauthorised use or disclosure of confidential information or failure to ensure that confidential information is kept secure;
- Accepting or offering a bribe or other secret payment;
- Accepting a gift above nominal value from a pupil, parent, supplier, contractor or other third party in connection with employment without the prior consent of the Line Manager;
- Conviction for a criminal offence that in our opinion may affect our reputation or our relationship with our staff, customers or the public, or otherwise affects your suitability or ability to continue to work for us;
- Possession, use, supply or attempted supply of Drugs;
- Serious neglect of duties, or a serious or deliberate breach of your contract or operating procedures;
- Knowing breach of legislative, statutory or regulatory rules affecting your work;
- Unauthorised use, processing or disclosure of personal data contrary to our Data Protection Policy Statement and Regions' Policy Application Notes;
- Harassment of, or discrimination against, employees, contractors, pupils or parents contrary to our Dignity at Work Policy Statement and Regions' Policy Application Notes;
- Refusal to disclose any of the information required by the nature of employment or any other information that may have a bearing on the performance of duties;
- Giving false information as to qualifications or entitlement to work in order to gain employment or other benefits;

- Making a disclosure of false or misleading information under our Whistleblowing Policy Statement and Policy Application Notes;
- Making untrue allegations in bad faith against a colleague;
- Serious misuse of our information technology systems (including misuse of developed or licensed software, use of unauthorised software and misuse of e-mail and the internet);
- Undertaking unauthorised paid or unpaid employment during working hours; or
- Unauthorised entry into an area of the premises which is prohibited.

This list is intended as a guide and is not exhaustive.

Conflict of Interest

All situations of potential conflict of interest (including possible perception) to be declared and maintained by HR in a central register. Appropriate decision to be made by Line SMT Member, together with their HR Lead.

Areas to be considered include:

- Family members and partners employed by ISP or our schools
- Spouse, Partner, Child / Parent, Co-habiting
- Business interest, investment
- Safeguarding issues
- 'Any other relevant information'

By default, some situations are not permitted:

Relationships in the Workplace

- No employee permitted in the reporting line of a spouse or partner (whether directly or via other manager/s)
 - eg: No Head in relationship with a Teacher (even if there are 2 people between them in the Org Chart)

F. CROSS REFERRED POLICIES

This Policy Statement should be read alongside the following:

- Data Protection Policy Statement;
- Dignity at Work Policy Statement;
- Disciplinary Policy Statement; and
- Whistleblowing Policy Statement.