

WORKING PRACTICE

Health and safety

CHI recognises its statutory obligations in promoting good health and safety practices among all who carry out work for them. All staff have a legal responsibility to contribute to safe working. Failure to do so may put team members and the public at risk.

All team members should ensure that they:

- Follow safety codes
- Comply with hygiene requirements
- Wear any safety clothing given to you for work
- Report any accidents or near misses that happen at work
- Attend any medical examination as required
- Never risk injury or danger to your self or others
- Never do anything that affects your performance or judgement at work
- Follow CHI's rules on reporting any absence for sickness

Working honestly

CHI expects its teams to use CHI's money and resources with absolute honesty and be able to demonstrate that at all times. It is a criminal offence for team members to give, receive or ask for any gift, reward or advantage for work done in an official capacity. It is the individual team member's responsibility to show that any such reward was not improperly obtained.

Team members must ensure that they:

- Avoid corruption and the suspicion of it. For example, reviewers must not ask for or accept bribes of any sort, never seek or take any reward or favour apart from pay
- Do not take a reward from anyone who has, or might have a contract with CHI
- Do nothing that could be seen as likely to influence their work, their decisions or impartiality
- Do not accept unreasonable or undue hospitality from an outside organisation
- Report to a Director immediately, any offers of money, gifts or undue hospitality. Team members will be expected to report to their manager and record any gifts or hospitality received in a register

- Return any gifts and refuse any hospitality that any Director says they cannot accept
- Never obtain CHI's property or money when they are not lawfully entitled to it
- Avoid fraud and report any suspicions or evidence of it. Fraud happens when someone gets some benefit, usually money or property, through deception. For example, this may include falsifying documents to claim pay, sick pay or expenses
- Never abuse their position within CHI to benefit themselves, their family, friends or any outside organisation

Working with integrity

Team members are expected to do whatever is needed to protect their own reputation and standing with CHI's stakeholders and to build respect and confidence in CHI. The relationships that CHI has with partner organisations, contractors, consultants, community groups, suppliers and others must be managed to ensure that public confidence is maintained at a high level.

Team members must ensure that they:

- Do whatever is needed to protect CHI's reputation and their own
- Do nothing away from work which might damage public confidence in CHI or make themselves unsuitable for the job they do
- Are fair and impartial in dealing with any organisation subject to review, contractors, suppliers and consultants
- Complete a declaration of interests and / or suitability for appointment if required to do so

Working with sensitive information

Team members are expected to use sensitive information properly and to have due respect for confidentiality. Information gathered whilst working for CHI should not be used for commercial or personal gain, or otherwise misused.

Team members must ensure that they:

- Never misuse confidential information
- Are responsible and professional in using and allowing access to information on staff, reviewed organisations and others

- Use information in line with the principles of the Data Protection Act 1998
- Report to their review manager anyone, whether a member of staff, public or other, who attempts to put pressure on them for access to information to which they are not entitled.

Managing contact with the media

CHI expects its staff to promote the policies and reputation of CHI and to act as CHI's ambassadors. As with most organisations, contact with the press and media is conducted through the Communications Department. This protects individual reviewers from unwanted media attention and allows CHI to properly manage its reputation. Relations with the media require specific skills and expertise. Reviewers should not discuss CHI business with the press or other media without prior permission.

Team members must ensure that they:

- Obtain permission from either the Commission Chairman, the Director for Health Improvement or the Director of Communications to speak, write or give interviews to the media
- Never bring CHI into disrepute by publicising material which is confidential, or against the interests of CHI, or its reviewers
- Refer enquiries from the press and other media to the Communications Department in the first instance

Reporting improper conduct

CHI is committed to stamping out any malpractice, fraud, corruption and any other actions that are illegal or not in the interests of CHI. Team members have a duty to report any reasonable suspicions of malpractice, fraud or illegal activities. CHI has a duty to act on any information from 'whistle blowers' and to protect reviewers if they speak out. No team member should fear reprisals of any kind by speaking out against what they believe is bad practice.

CHI will:

- Take team members seriously when they come forward and act swiftly to tackle any impropriety
- Take all reasonable action to support team members and to protect them from reprisals
- Do everything possible to protect team members' confidentiality

- Tell team members what action is being taken.

All managers have an absolute duty to act on the teams' concerns. Failure to do so will be a disciplinary matter.

Team members must ensure that they:

- Know what practices are acceptable and which are not
- Check with their review manager if unsure
- Report any irregularities, malpractice, illegal or fraudulent activity immediately
- Report any matters that they feel have not been dealt with immediately
- Provide any evidence or relevant information that they may have
- Report their concerns in the first instance to their review manager. If they feel unable to approach their review manager, they should report their concerns to either the Director for Health Improvement or the Director of Finance. Team members will also have the right to raise concerns about financial malpractice with the National Audit Office
- Never abuse this process by raising unfounded allegations maliciously.

TERMINATION OF CONTRACT FOR SERVICES / SECONDMENT AGREEMENT

CHI will consider terminating a team member's contract for services / secondment agreement if they:

- Conceal any serious matter that they should report
- Disclose any matter that should be kept confidential
- Knowingly deceive or mislead the board of Commissioners, the sponsor department, Ministers, Parliament or the public
- Succeed in getting work with CHI by lies or deception
- Commit acts of discrimination or harassment
- Threaten, fight with or assault anyone
- Steal, take or damage property that belongs someone else, including CHI
- Seriously demean or offend the decency of others
- Risk injury or danger to themselves or others
- Do private work when they should be at work for CHI
- Breach financial regulations
- Refuse to make or abide by an agreement to repay any debt owed to CHI
- Break a law at work that makes them unsuitable for the work they were employed to carry out

- Break a law away from work that reflects badly on CHI, or that makes them unsuitable for the work they were employed to carry out
- Obtains money or property from CHI by fraud, deception or theft
- Ask for or accept bribes, gifts or favours
- Disrupt Commission meetings

AFTER LEAVING EMPLOYMENT

Team members of CHI must continue to observe their duty of confidentiality after they have ceased to carry out work for CHI. Arrangements will be made to shred all written information generated by the investigation.