

- ✓ Poor time-keeping, including persistent absence from work without authorisation;
- ✓ Unsatisfactory work performance;
- ✓ Failure to report for work without a satisfactory reason;
- ✓ Minor incidents of neglect of duty or negligence;
- ✓ Minor acts of disobedience or failure to carry out reasonable instructions;
- ✓ Disorderly conduct;
- ✓ Rudeness towards service users, members of the public, or other employees;
- ✓ Unauthorised use of the internet and e-mails;
- ✓ Unauthorised use, or negligent damage, or loss of our property;
- ✓ Failure to abide by general Health & Safety rules and procedures;
- ✓ Unacceptable standards of dress;...etc

7.3 **SERIOUS MISCONDUCT:**

Where one of the *Unsatisfactory Conduct / Misconduct* rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness, or has a serious or substantial effect upon the Organisation or our reputation, you may be issued with a Final Written Warning in the first instance.

You may receive a Final Written Warning as the first course of action if, in an alleged *Gross Misconduct* matter, upon investigation there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

7.4 **GROSS MISCONDUCT:**

Gross Misconduct is basically an offence that will effectively render the offender liable to summary dismissal. The following are examples of Gross Misconduct:

- ✓ Continuous incidences of Unsatisfactory Conduct (7.2 above);
- ✓ Gross negligence;
- ✓ Fighting, physical assault or dangerous horseplay;
- ✓ Indecent or gross immoral behaviour, including physical and / or sexual harassment;
- ✓ Gross insubordination, or the use of aggressive behaviour or excessive bad language;
- ✓ Wilful refusal to carry out a direct instruction from a manager or supervisor;
- ✓ Undertaking private trading during duty hours;
- ✓ Theft of any property belonging to a service user or the Organisation;
- ✓ Wilful damage to any property belonging to a service user or the Organisation;
- ✓ Consuming alcohol whilst on duty, or reporting for work in an intoxicated state;
- ✓ Taking illicit drugs whilst on duty, or reporting for work under their influence;
- ✓ Deliberate fraud, including fraudulent abuse of the Sickness and Absence Policies;
- ✓ Deliberate falsification of records;
- ✓ Serious breach of Health & Safety rules, endangering lives in the process;
- ✓ Unauthorised breach of the Confidentiality Policy or Protected Disclosure provisions;
- ✓ Abuse, maltreatment or wilful neglect of a service user.