



BEHAVIOUR AT WORK POLICY

Working in the Nursery

Central to our service provision is a belief that we should provide a high standard of appropriate supervision for all of the children in our care and maintain a culture within the Nursery that prioritises the well-being and safety of the children.

The care and supervision you provide should be delivered in a friendly but professional manner. This can sometimes lead to confusion when trying to discern if you are crossing the boundary of professional good practice. If you are ever in doubt you should discuss the matter with the Nursery Manager.

You are obliged to report any concerns you may have regarding abuse or suspected abuse of a child or if you notice any changes in a child's physical condition or behaviour. Such concerns should be reported to the Nursery Manager.

The Nursery has several policies in place and you should ensure that you have read and understood each one. These policies will be kept in the Policies file. You will be notified of any changes or additions.

Security of premises

If you are issued with a key for any of our premises, you must ensure that any keys are kept safe and secure at all times. Under no circumstances are you allowed to make copies or give authority for an unauthorised person to use the key/s. The Nursery Manager must be informed immediately if your key/s are lost or stolen. We reserve the right to deduct from any money owing to for the cost of replacement keys and any changes to locks required by your failure to follow the rules. Your failure to comply with these rules may also result in disciplinary action.

If you are the last member of staff to leave the premises at the end of the day you must ensure that all customers and other individuals have left the building, all lights and electrical equipment has been switched off, the alarms are activated, doors and windows are closed and locked and the premises are left safe and secure.

Dress Code

When working for us, you are representing the Nursery, and as such parents or guardians, members of the public and other persons will judge the Nursery on how you present yourself and how you behave.



It is therefore, important that all our employees take care with their personal hygiene and grooming at all times. Where items of uniform or work-wear are provided, you must wear these at all times whilst at work and they should be clean and tidy. Black trousers must be worn at all times with flat, closed toe black shoes.

If you are issued with items of Personal Protective Equipment, then these must be worn at all times as appropriate or as instructed. Your failure to do so will be treated as a serious matter and may lead to disciplinary action.

Piercing and Jewellery

Because you come into regular contact with small children piercings and jewellery should be kept to an absolute minimum. Subsequently body piercings should be covered at all times and earrings should be small and "stud type" in design. Chains and or bracelets must not be worn. Where wedding and/or engagement rings are deemed to pose a risk to the children you will be asked to remove the item or cover your finger in tape to ensure that no harm is inflicted upon any child in our care. This is an explicit term of your contract of employment and is in accordance with the Nursery's health and safety policy.

Alcohol, Medication and Drugs

Whilst we understand that you have a right to a private life and would not wish to impede on that, it is also important that, when attending work, you are fit to do so. Therefore, and in line with our Alcohol and Substance Misuse Policy, if we suspect that you attend work still under the influence of alcohol or any drug which has been consumed or taken prior to you commencing work, we may send you home for the remainder of the day without pay. Such events may also result in disciplinary action.

Possession or consumption of alcohol or drugs during your working hours is strictly forbidden. If you are found to have done so you will be subject to disciplinary action, which may lead to your summary dismissal for gross misconduct.

If you are prescribed any medication by a medical professional, or you are taking any 'over-the-counter' medication which may affect your performance at work, you must notify the Nursery Manager so that appropriate action may be taken, if necessary, to ensure the safety of yourself or any other person.



Dispensing, distributing, possessing, using, selling or offering to buy controlled drugs at work is prohibited. Any such activity (including reasonable suspicion of it) on the premises may be reported immediately to the police and will incur the disciplinary process. We consider such actions to be Gross Misconduct.

Any employee who is required to drive in the course of their employment must not drink immediately before driving and must not take any drugs or medication that would impair your driving. You must be satisfied that you are competent to drive and would not be in breach of any law or regulation in doing so. Driving on nursery business whilst under the influence of alcohol in excess of the legal limits will be considered to be gross misconduct.

If you are taking any prescription or over the counter drugs and are unsure if you should drive you should talk to your doctor, pharmacist or healthcare professional in addition to notifying the Nursery Manager.

Telephones

The Nursery's telephones are for business use only. Whilst we appreciate that you may wish to make or receive occasional personal calls, these must be kept to an absolute minimum and only when authorised. If we feel that the calls are excessive in quantity or length then we will charge you for the cost of the calls, by deducting the appropriate cost from any monies owing to you. Dependent upon the circumstances, you may also be subject to disciplinary action.

If you are issued with a Nursery mobile phone, the same rules apply. You must also take great care with such items. If the phone is lost, stolen or damaged because of your negligence or malicious action then we will again deduct the cost from any monies owing to you by the Nursery and may also invoke the disciplinary process.

Personal mobile phones should be switched off during normal working hours. If you are working remotely, then your phone may be switched on to enable people to contact you in an emergency but the use should be kept to a minimum. Under no circumstances should the use of any mobile phone, whether personal or Nursery owned, be allowed to compromise the safety of yourself or others.



Video Cameras (including mobile phones/devices)

No photographs may be taken on our premises or of any child or parent without express permission from the Nursery Manager. Photographs may only be taken with the Nursery owned camera when authorised to do so. The photographs or memory sticks must remain on our premises at all times. You must not make any copies or remove any images from site. If you are found to have done so, or if you bring any personal camera onto the premises, it may be regarded as potential gross misconduct and you will be liable to disciplinary action. Cameras or any other recording device must not be brought on site at any time or accompanied with an employee during any Nursery outings. Employees' mobile phones with cameras or other recording abilities must be locked away in the staff room at all times. Please refer to our Camera Policy.

Selling of Goods at Work

If you intend to sell any items whilst at work, permission must first be given by the Nursery Manager. No pressure should be put on any member of staff to buy any items. Under no circumstances may you sell any item to any customer or client, or sell any item which could be seen to be working in competition with us. Authorised items may only be sold on our premises during recognised breaks.

Collections at Work

Whilst we will not unreasonably object to small occasional collections for birthdays etc., you must first obtain permission from the Nursery Manager before arranging any collection to enable us to ensure that the nature of the collection and the number and frequency of collections does not become a burden to any employees. We will not normally allow clients or customers to be approached to add to any collection.

Losses or Damages

Whilst we understand that accidents do happen, we expect that you should take all reasonable care with all Nursery, parents or guardians, or any third party's property. Therefore, If we suffer any loss or damage to any property or stock or equipment which is due to your failure to follow our rules or procedures, or your deliberate vandalism, or unreasonable carelessness or neglect, then we will deduct the cost of



repair or replacement of any item from any pay, holiday pay, sickness payment or any other monies owed to you by the Nursery.

If we suffer any loss, fine or cost due to your actions and failure to follow our rules, procedures or legal requirements, or your carelessness or neglect, then we will deduct the cost of the loss or fine from any money owed to you by the Nursery.

Employee's Property

We request that you do not bring any of your own unnecessary personal property with you during working hours. Any personal property that you do bring with you is your own responsibility and the Nursery will not accept any liability for any loss or damage that is caused to your personal property.

General Behaviour and Standards

An efficiently run Nursery is our aim and we expect you to help us achieve this goal. You play an important role in ensuring that we operate in a cost-effective and efficient manner. In particular, we expect that you handle all stock and property etc. with care to minimise any loss or damage. You should always try not to waste energy by leaving any unnecessary lighting, heating or equipment turned on when not in use and that, if your job role is quiet or you have a downturn in work, you help other colleagues as appropriate. If there is no work of your own available for you to complete, then you should contact the Nursery Manager.

Under no circumstances should you take any action which may compromise the health or safety of yourself or others.

General Behaviour and Standards Outside Working Hours

Whilst working away from our premises you should understand that you are still a representative of the nursery. You are expected to act in a responsible manner at all such times and to give appropriate consideration towards work colleagues, the children and their families and members of the public. Any behaviour or conduct which does not satisfy our accepted standards, rules and procedures may result in disciplinary action which may include dismissal.



Statements to Parents

Parents will often ask for information regarding the well-being of a child. Any such requests or concerns expressed by a parent should be directed to the Nursery Manager.

Statements to the Press or Media

You may be approached by members of the media, (e.g. press, radio, television etc.) to give an interview or opinion about the Nursery, with regard to information relating to our business or child or child's parents or relatives. In order to protect the integrity of both the Nursery and its clients, and to ensure that you are not misquoted, you should politely refuse to give any such information and instead you should suggest that they contact the Nursery Manager.

Complaints

From time to time, you may receive a complaint from a parent or a relative of a child, if so, you should immediately inform the Nursery Manager, or in their absence the most senior person in charge. You should also inform the person making the complaint of our complaints procedure.

Gifts and Beneficiaries

Due to the nature of the service we provide, our children or their relatives, they may wish to reward you with a gift or money. You should politely refuse such gifts or offers of money. All such offers should be reported to the Nursery Manager.

You should not give any gift or money to any child.

Private Work

If you wish to carry out any private work in your own time, you must discuss the matter in advance with the Nursery Manager and gain written authorisation. Please refer to our Babysitting Policy. Whilst we will not unreasonably forbid you from performing such work, we will need to ensure that you are not working in competition with us or performing work which the Nursery could reasonably have been expected to carry out.

If you are found to be working in competition with us or carrying out work which could have been performed by the Nursery, or carrying out your own private work



during the Nursery's time we will view this as Gross Misconduct and it could lead to your summary dismissal.

Carrying out any private work should not impact on your performance at work. If such work takes you over an average of 48 hours' work a week (in total for both jobs) then you will be required to sign a 48 hour opt- out form.

Accident Reporting

Any accident or incident at work, no matter how small, should be detailed in the Accident Book, in accordance with Nursery guidelines. It is important that all accidents are recorded as the entries will be monitored by the Nursery so that we can take all necessary steps to ensure that all our employees and any visitors to our premises are as safe as possible from the risk of harm.

More serious accidents, and any accident to a visitor on our premises, should also be brought to the attention of the Nursery Manager as soon as possible.

Smoking

Smoking, including the use of electronic cigarettes, is not allowed on our premises or at any public entrance to our premises. Smoking is only allowed in the designated outside area and only during your authorised break times. After smoking, you should ensure that you wash your hands and take whatever steps are reasonable to ensure that you do not return to your workplace smelling of smoke. Your failure to comply with these rules may result in disciplinary action.

Food Hygiene Rules

Makeup and perfume should be kept to an absolute minimum. Nail varnish must not be worn and rings should be avoided. Beard and hair coverings must be worn at all times. Cuts and burns must be covered at all times with the appropriate dressing. Hands must be washed regularly. And you must wash your hands before starting your shift and when returning from the toilet.

Emergency Evacuation Procedures

You should make yourself aware of the procedures to be followed should it be



necessary to evacuate any work related premises in an emergency, (e.g. a Fire Alarm sounded).

Right of Search

We aim to build and maintain a relationship characterised by mutual trust and respect. Whilst the vast majority of employees are trustworthy, there may occasionally be employees who do not maintain the same high standard of integrity. It is important that these employees are correctly identified in order to preserve the relationship that the Nursery enjoys with trustworthy employees.

We have a contractual right to carry out searches of employees in the workplace both to identify any wrongdoing and also to protect the integrity of innocent persons.

All searches will be carried out with regard to the Nursery's policies on Equal Opportunities and Bullying and Harassment.

Searches will be carried out in private and we will always try to ensure that the search is carried out by a member of the same sex as the employee being searched, or that the person carrying out the search is accompanied by a member of the same sex to witness the search.

All searches will be witnessed by a senior member of staff and, you have the right to be accompanied by a colleague of your own choosing who is on site at the time of the search.

We may, for example, ask you to empty your pockets, bag, drawers or cabinets and to remove your coat, jacket, shoes or other outer clothing. If you have a vehicle parked on our premises, then we may ask you to open your car boot and doors to allow us to view the contents.

At no time will the person conducting the search touch you or your property. A written record will be made of each search, including:

1. The time and date of the search;
2. The reason for the search;
3. Names of those present; and
4. The outcome of the search.
- 5.

This record will be signed by all parties present.



Failure to consent to a search without reasonable justification may be treated as a breach of contract and could lead to disciplinary action, which, dependent upon the circumstances could result in your dismissal.

Confidentiality

Any information that has been acquired by you regarding our business, our clients or customers, suppliers, associated companies, or any other persons or bodies with whom we have dealings of any sort (and which has not been made public by us or with our express authority) shall be treated as confidential information. You must not disclose any such information either during your employment with us or after termination of employment without our prior written consent (except as required by law).

You should take all steps to safeguard any such information. This includes all documentary information held on any medium. Upon termination of employment, or at any other time when so requested, any information which you hold in written form or stored on any kind of storage device must be returned to us. Care must be taken when discussing our business that you cannot be overheard (e.g. in corridors, on the telephone etc.).

Breaches of confidentiality will be dealt with using our disciplinary procedures and, dependent upon the circumstances, may be regarded as Gross Misconduct, which could lead to your summary dismissal.

Health And Safety Statement

Our Nursery is committed to, and accept, our responsibilities for ensuring, so far as is reasonably practicable, the health, safety, welfare and wellbeing at work of all employees and to ensuring that the Health and Safety of visitors, contractors and the general public are not affected as a result of the activities of our Nursery. This is fully in keeping with the requirements of the Health and Safety at Work etc. Act 1974 (HASWA), and other relevant legislation.

We take safety seriously and we will set clear action plans to improve our performance. Everybody in the Nursery must 'play their part' so if you see something that is unsafe, 'don't walk by', take appropriate action. Remember that Health and



Safety is not just the responsibility of management, but for everyone who works for the Nursery.

This Policy was adopted on	Signed on behalf of My Sunshine Day Nursery by Harriet Ballardie (Nursery Manager)	Date Policy was Disseminated to Staff	Date for next Policy review
1 March 2018		1 March 2018	1 January 2019