

All employees are expected to behave professionally within Our Business Standards, to take responsibility for their work, customers and fellow employees and to follow any reasonable instruction of their manager.

If your manager is unhappy with your conduct they will:

- Discuss your conduct with you and ask for an explanation if they think your conduct is unsatisfactory. This will usually be done on the same day.
- If your manager isn't happy with your explanation, they'll decide whether your conduct can be addressed informally:
 - Minor conduct issues may be resolved with the right word at the right time
 - Your manager may have an informal discussion with you. This would be a joint discussion to talk about the problem and agree how improvements can be made
- More serious cases will move straight to the formal process.

Conduct consequences may include (but are not limited to):

- **Warning:** on your record for one year.
- **Serious warning:** on your record for between one and two years (up to three years for dishonesty). It may also include a transfer to another job within your manager's area of authority.
- **Dismissal or action short of dismissal:** A major penalty or repeated penalties may lead to dismissal with or without notice or action short of dismissal, e.g. suspended dismissal for between one and two years (up to three years for dishonesty). Suspended dismissal may also include a transfer within or outside your area.

If they follow the formal process, the process includes:

- **Fact finding:** to get all the details of the situation. Your manager will then decide if there is a case to answer and if so, whether to progress this informally or formally.
- Before deciding if it is necessary to precautionary suspend you, your manager will send you home and seek advice from HR Advice and Support.
- **Precautionary suspension:** this will only be necessary for serious issues, for example you're suspected of dishonesty, or you've been violent or abusive.
- **Formal conduct meeting:** if after fact-finding the manager believes that there is case that needs to be considered under the formal process, you'll be invited to a conduct meeting. You can bring a union rep or work colleague with you.
- You will be given any documents that the manager might use to make their decision in the meetings at the start of or during the meeting.
- **Outcome:** the manager will usually tell you the outcome in person then follow up with a letter.
- **Appeal:** you can appeal against a conduct penalty.

First Class Support is your confidential and independent helpline - a place to turn to if you have any problems. You call 0345 266 5060 or visit www.rmgfirstclasssupport.co.uk or download the 'Lifeworks' app - sign up using your unique invitation code (RMG-your pay number), e.g. RMG-12345678.

Want to know more?

For full details, ask your manager for a copy of the Conduct policy and guides, available on the Policy and information site on PSP.