



Values, conduct and behaviours for Council members, associates and partners

Effective from June 2017

1. Values

- 1.1 The Council has adopted the *7 principles of public life* (Nolan) as its values for Council members, associates and partners (including independent committee members), as distinct from those of the organisation, and each group undertakes to apply them in the exercise of its role, as governing board of the GPhC for Council members and in the individual roles of associates and partners:
- i. Selflessness - Holders of public office should act solely in terms of the public interest
 - ii. Integrity - Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships
 - iii. Objectivity - Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias
 - iv. Accountability - Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this
 - v. Openness - Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing
 - vi. Honesty - Holders of public office should be truthful
 - vii. Leadership - Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

2. Scope

- 2.1 As well as Council members, there are a number of non-employee groups who help the GPhC to fulfil its regulatory functions. We use the broad terms 'associate' and 'partner' to describe these groups.

Associates and partners fill a variety of roles, providing a wide range of knowledge and skills to support the GPhC's work.

- 2.2 Council members, associates and partners are required to observe the same code of conduct and standards of behaviour, although not all provisions may be equally relevant to all groups. This is intended to promote consistency in standards and enhanced performance throughout the GPhC. Where appropriate, associates may also need to comply with legislative and other requirements and codes of conduct relevant to their specific functions.

3. Code of Conduct

- 3.1 The GPhC is committed to protecting, promoting and maintaining the health, safety and well-being of members of the public, and in particular those who need or use the services of pharmacy professionals or the services provided at a registered pharmacy.

- 3.2 Members, associates and partners:

- are committed to fully upholding the principles of public life and, in addition, they are committed to ethical and lawful conduct
- are professional and demonstrate good behaviours in their roles
- do not attempt to exercise individual authority within the organisation, unless expressly authorised by the Council
- co-operate and work collaboratively with colleagues
- recognise that when communicating in a public space, such as at an event or through social media, their opinions are likely to be interpreted as being representative of the GPhC and their personal behaviour is likely to be interpreted as being endorsed by the GPhC and reflective of its values. This is despite whatever efforts they may make to distinguish clearly the views as their own. They consider carefully this risk before engaging in communications that may be associated with the GPhC or topics that could be related to the work of the GPhC and avoid being drawn into negative, unconstructive discussions (see **demonstrating professionalism online**)
- adhere to the principle of collective responsibility in decision making that they are involved in

- maintain confidentiality at all times, working within the GPhC's information governance and security policies and the law
- avoid any behaviour that may impair the ability of the GPhC, the Council or a committee to perform its functions or to enjoy the confidence of stakeholders such as the public and patients, registrants and parliaments
- keep in mind the competencies required for their role and seek to demonstrate these throughout their tenure
- are properly prepared for Council or committee deliberations.
- promote equality and diversity and treat others with respect in accordance with the GPhC's equality, diversity and inclusion policy
- observe the all applicable GPhC standards and policies, including those in respect of:
 - conflicts of interests
 - gifts & hospitality
 - education & training
 - attendance at meetings
 - performance appraisal
- disclose to the Chair or the Associates and Partners Manager, as soon as a situation arises, any commitment or activity which may be perceived as a potential conflict of interest in respect of the role they undertake with the GPhC
- challenge any action or behaviour by a fellow member or associate or partner which appears not to comply with this code. The GPhC's policy on whistleblowing can be found [here](#).
- inform their chair or staff lead of any reason why they may be liable to be suspended or removed from the Council or a committee under the provisions of the GPhC (Constitution) Order, the GPhC's rules and/or standing orders. The Chair must inform the Chief Executive & Registrar of any reason

why he or she may be liable to be suspended or removed from the Council under the provisions of the GPhC (Constitution) Order and standing orders

- 3.3 Any action which may be a breach of this code will be considered in line with the GPhC's governance framework and may be dealt with in accordance with the GPhC's ability to suspend, remove or take other action against its members, associates and partners.

4. Behavioural Standards

- 4.1 Members, associates and partners are professional and display good standards of behaviour in their roles. The statements below, although not exhaustive, illustrate the types of behaviour the GPhC expects from members, associates and partners (please note not all may be equally relevant to all groups):

4.2 The Behavioural Statements

i. Good Corporate Behaviour

This is characterised by members, associates and partners engaging in constructive challenge internally, whilst speaking with a single voice externally:

- A.1 *Acting in the public interest*
Putting the interests of the public first, never forgetting the duty to use the position for public benefit not personal advantage
- A.2 *Considering the impact of the Council's work*
Analysing strategic direction to ensure it supports improvement of public safety and wellbeing and considering the impact on all communities
- A.3 *Challenging the status quo*
Constructively challenging the status quo and probing effectively to achieve the best outcomes for the public whom the GPhC exists to serve
- A.4 *Building constructive relationships*
Displaying empathy and respect for others and building constructive relationships across boundaries
- A.5 *Holding others to account*

Holding others to account for performance of delegated responsibilities, working within the distinction between the non-executive and executive role in line with the GPhC's governance policy

A.6 *Weighing up risk*

Balancing the cost (whether financial or resource) against the benefit and considering the overall impact including the risks and opportunities of different strategic approaches

ii. Good personal behaviour

This is characterised by members, associates and partners demonstrating courtesy, listening and respect in dealings with each other, with the organisation's staff, and with stakeholders:

- B.1 Modelling behaviours in line with the GPhC's commitment to equality, diversity and inclusion
- B.2 Displaying a high level of probity, integrity, objectivity and fairness in working with the GPhC and being accountable and responsible for behaviours and actions
- B.3 Supporting and hold themselves to account for a collective decision taken. Accepting personal responsibility for their part in whether the GPhC succeeds or fails
- B.4 Accepting challenge on their own perspective
- B.5 Embracing change when it is needed, remaining open to adapting their position in light of others' views or new information
- B.6 Giving and accepting feedback positively and constructively
- B.7 Listening to and actively seeking to understand issues from a range of different perspectives, including individual and minority views
- B.8 Learning from others and taking responsibility for their own learning
- B.9 Developing an understanding and raising questions in areas other than just those in which they have an interest or in which they have specialist knowledge. Contributing their experience and knowledge to shape improvement

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