

Landscape Institute Behavioural Expectations: Annexure 1

MODEL BEHAVIOURS		
<p>Core values: caring and nurturing; creative and passionate; socially and environmentally aware</p> <p>Examples of good behaviour include:</p> <ul style="list-style-type: none"> • Always putting the interests of the Institute first; • Set a good example • Try our best at all times • Take responsibility and be ready to learn • Be courteous and respectful to everyone at all times/show care/be inclusive • Recognise personal space • Show appreciation • Offer help and encouragement • Respect for expertise, roles, responsibilities and constraints • Listen carefully to all views and trying to understand and solve problems • Appropriate use of media and social media 		
What members/employees should expect from employees	What employees/members should expect from those contributing to the work of the Institute in a voluntary capacity	What employees/members should expect from members
<ul style="list-style-type: none"> • Using their knowledge, skills, and expertise to deliver the best possible service • Listening to views and trying their best to understand and solve problems • Taking responsibility for problems and getting back to people when they say they will 	<ul style="list-style-type: none"> • Always prioritising the Institute’s best interests • Model good behaviours • Using their knowledge, skills and expertise to deliver the best possible service • Being courteous, respectful and supportive 	<ul style="list-style-type: none"> • Always prioritising the Institute’s best interests • Being courteous, respectful, and supportive • Being challenged in a constructive way at the right time and place

<ul style="list-style-type: none"> • Being honest about what they can and cannot do • Giving a balanced view of the facts • Being courteous, respectful, and helpful • Recognising members' expertise /roles and responsibilities/constraints • To be told if agreed actions have not been implemented within a reasonable time. • Freedom to say to members when something is not achievable due to resource or time constraints. • Appropriate use of media/social media 	<ul style="list-style-type: none"> • Be inclusive • Challenging in a constructive way at the right time and place • Respect for expertise, roles, responsibilities and constraints • Listen carefully to all views and trying to understand and solve problems • Delivering when they say they will • Taking responsibility and being honest about what they can and cannot do • Giving a balanced view of the facts • Accepting when something is not achievable due to resource or time constraints 	<ul style="list-style-type: none"> • Listening to views and trying their best to understand and solve problems • Model behaviours when working in a group • Respect for their areas of expertise • Respect for management authority • Appropriate use of social media • An understanding that the relationship between Institutes members and employees is not the same as between a partner and practice employees. • Appropriate use of media/social media
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UNLAWFUL AND UNACCEPTABLE BEHAVIOUR	
<p>Unlawful Behaviour</p> <p>Discrimination and Harassment (protected characteristics)</p> <ul style="list-style-type: none"> • Spreading malicious rumours about someone’s protected characteristic(s) • Treating someone unfairly because of a protected characteristic(s) <p>Defamation</p> <ul style="list-style-type: none"> • A false statement presented as a fact that causes injury or damage to the character of the person or an organisation <p>Physical Violence</p> <p>Threatening Behaviour</p> <ul style="list-style-type: none"> • Indecent Remarks • Touching without permission • Comments about personal appearance 	<p>Unacceptable Behaviours Verbal and written harassment</p> <ul style="list-style-type: none"> • Threats/Verbal abuse of any kind/Rudeness • Derogatory or abusive/obscene or insulting personal comments made including on-line or in the media. • Offensive banter, insults, taunts, and insinuations /Making inflammatory statements e.g. <i>‘You are incompetent and should be sacked’</i> • Recording of calls without consent • Meeting without the knowledge of staff/other members of the board/committee where they are entitled to attend. • Emails or any form of written communication that is aggressive, rude, upsetting or which could amount to sexual or racial harassment, or harassment on the grounds of someone’s disability, sexual orientation, religion or belief, age or being or becoming transgender. Email harassment can arise simply from unreasonable repeated or unwanted requests, or messages containing sexual or racial innuendos. • Emails that are critical about someone that are copied into others who do not need to know. • Harassing, abusing or threatening LI staff/members on their personal social networks. <p>Unacceptable Innuendos</p> <ul style="list-style-type: none"> • Distasteful jokes or ridicule and making someone the butt of jokes • Asking intimate questions about someone’s personal life • Gossip, speculation, or malicious rumours • Transmission or display of pornographic or sexually

	<p>suggestive pictures, graffiti, pin ups, screensavers.</p> <ul style="list-style-type: none">• Suggesting sexual favours that may further an employee's career or that refusal may hinder it <p>Other personal harassment</p> <ul style="list-style-type: none">• Assumptions based on stereotyping• Asking intimate questions• Unreasonable refusal to make adjustments to the working environment and working conditions
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What Members/Employees should not expect from Employees	What employees/members should expect from those contributing to the work of the Institute in a voluntary capacity	What employees/members should not expect from members
<ul style="list-style-type: none"> • Giving excuses, as opposed to reasons • Not responding in a polite and timely way to reasonable queries and complaints • Making assumptions and not checking them out • Being secretive and withholding information that is not subject to confidentiality requirements or prevented under GDPR • Being patronising and condescending • Bullying/harassment • Blaming • Discrimination of any sort 	<ul style="list-style-type: none"> • Being patronising and condescending • Inappropriate levels of challenge in meetings • Making assumptions and not checking them out • Being secretive and withholding information that is not subject to confidentiality requirements or prevented under GDPR • Being secretive and withholding information that is not subject to confidentiality requirements or prevented under GDPR • Holding meetings without involving everyone • Unreasonable demands regarding timescales/volumes of activity • Unreasonable demands of employees out of normal working hours, without prior agreement • Bullying/harassment • Blaming • Criticism in public • Discrimination of any sort. 	<ul style="list-style-type: none"> • Being patronising and condescending • Inappropriate level of challenge in meetings • Bullying/harassment • Blaming • Criticism in public • Unachievable demands regarding timescales and/or volume of activity • Unreasonable demands of employees out of normal working hours, without prior agreement • Discrimination of any sort.