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NÁISIÚNTA

EMPLOYEE CODE OF BUSINESS ETHICS

EMPLOYEE CODE OF BUSINESS ETHICS

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1. General Principles

1.1 Introduction

The general principles underlying this Code of Business Ethics, which apply to all employees of the National Concert Hall, are:

Integrity

Loyalty

Legality

Confidentiality

Fairness

Raising Concerns

The central requirement of the Code is that National Concert Hall employees must operate, and be seen to operate, to the very highest standards of business ethics. Because of the sensitive nature of activities carried out in areas such as Finance, Procurement and Recruitment, specific guidelines are necessary and have been drawn up for these areas to complement this general Employee Code of Business Ethics. Breaches of this Employee Code of Business Ethics will be regarded as a breach of conduct policy standards and shall be dealt with in accordance with the National Concert Hall's disciplinary procedures.

1.2 Integrity

- Employees shall be open, truthful and honest in all their business dealings.
- Employees shall keep their promises.
- Employees shall ensure that there is no conflict of interest between their work in the National Concert Hall and any outside personal interest.

A conflict of interest arises where involvement or association with an outside activity could influence or be seen to influence how the National Concert Hall carries out its business. Where employees have an outside interest that impacts upon any matter that they may have to deal with in the course of their work, that employee must declare that interest in writing to their line manager. Specifically if employees, their spouses,

partners or their children, or close family members either supply or have a beneficial interest in the supply of goods or services from any person, partnership, group or company to the National Concert Hall, this interest must be formally declared.

Unless directed otherwise those affected employees shall not participate in dealing with any matters that touch upon or relate to such supply. No employee shall use information gained in the course of National Concert Hall work for any personal profit.

1.3 Loyalty

- Employees acknowledge that they owe to the National Concert Hall their loyalty and commitment in all its business activities.
- Employees shall not engage in, or support an outside activity or organisation which is in competition with the National Concert Hall.
- In engaging in any other outside activity, employees shall ensure that they do not in any way impair their ability to give regular, punctual and satisfactory service to the National Concert Hall.
- All employees shall support colleagues, management and Board in all matters related to the National Concert Hall's business activities.
- Employees shall not undermine through action or omission the goals and objectives of the National Concert Hall, its staff and management. Specifically all grievances and concerns will be progressed through agreed internal channels prior to any action which might affect public confidence or the good name of the National Concert Hall.

1.4 Legal And Regulatory Compliance

- Employees will ensure that their work for the National Concert Hall complies fully with the laws and regulations of Ireland.
- Employees shall ensure that the National Concert Hall complies with all regulatory requirements. In the case of doubt about any specific issue, it shall be referred to NCH management.

1.5 Confidentiality

All employees shall maintain confidentiality in relation to business transactions except when otherwise authorised by the parties involved, or if required by law. In particular, employees shall not disclose details of confidential company matters to third parties, including the media. Internal confidentiality will be observed by all staff members. Finally, employees will fully honour the requirements of Data Protection legislation and EU Directives.

1.6 Fairness

- Employees shall ensure that their work is guided by the National Concert Hall's commitment to fairness in all its business dealings.
- Employees accept the need to value and treat all customers equitably.
- All suppliers are entitled to fair treatment and should have a reasonable opportunity to win business.
- Suppliers will be paid on time, in accordance with agreed purchasing and payment terms.
- Employees shall not accept any money or any significant gift from a supplier or customer.
- Employees shall not accept any gift from a supplier/ customer if it could reasonably be viewed as contributing to the giving of preferential treatment to that supplier/ customer.
- The entertainment industry in which the Hall operates is a highly competitive one. Competition can be vigorous and

energetic, but will in all cases accord with the highest ethical standards.

- It is acknowledged that the National Concert Hall places the highest priority on promoting and preserving the health and safety of its employees and the general public.
- Employees shall take every reasonable precaution to avoid injury to themselves, their colleagues, artists, patrons, and other members of the public.
- Employees shall treat their colleagues and the National Concert Hall's customers equally and they shall not be discriminated against on grounds of marital status, family status, gender, race (including colour, creed and ethnic origin), sexual orientation, religion, political preferences, age, disability or membership in the traveller community.
- The recruitment and promotion of employees will be strictly on merit.

1.7 Raising Concerns

In urgent or sensitive situations where confidential advice is required or where concerns arise which cannot be appropriately addressed through normal channels, particularly regarding possible financial improprieties, these should be directed to the Compliance Officer or Board Secretary to the following confidential e-mail address: john.nolan@nch.ie

Queries and expressions of concern will be dealt with confidentially and where these are made in good faith the National Concert Hall guarantees that employees who make them may do so without fear of any adverse consequences, victimisation or retaliation. Save in exceptional circumstances, or where the National Concert Hall otherwise determines it necessary, the National Concert Hall cannot investigate a complaint made to it, unless the identity of the person making the complaint is disclosed.

- Supplier's offers of foreign travel and/ or hotel should not be accepted, as this could colour judgement later.

- Employees acting in a personal capacity, or on behalf of a club or society in the National Concert Hall, should not solicit or request a gift, donation, support or sponsorship from suppliers/contractors of goods or services to the National Concert Hall or from customers of the National Concert Hall.
- Unsolicited gifts, donations or sponsorship should only be accepted on behalf of a club or society in the National Concert Hall with prior line manager's approval and then only if it could reasonably be viewed as not contributing to the giving of preferential treatment to the donor.
- These examples are intended as guidelines to help make sensible decisions. Most cases will be obvious. However, if doubt still exists direction should be sought from either your Line Manager, Head of Personnel or Compliance Officer.

2. Gifts And Entertainment

2.1 Introduction

There are situations which routinely arise in the course of doing our jobs which are rightly regarded as unthreatening and above board. For example it may be customary for many suppliers to send unsolicited Christmas gifts to staff members with whom they have contact during the course of the year.

2.2 Practical Guidelines

Employees may accept Christmas gifts of small value – a bottle of wine/spirits is a typical example – provided:

- The gift is unsolicited.
 - Not more than one gift is accepted in a year unless distributed by the company through random selection.
 - Details of gifts received are notified at once to the employee's line manager.
- Entertainment of employees by suppliers or customers is acceptable within normal

commercial criteria.

These are defined as follows:

- A meal may be accepted by a staff member at a local venue (but this must not include a residential stay).
- A ticket for a sports event or other public entertainment at a local venue may be accepted but not more than once from any single source in a year.
- Under no circumstances may cash or cash/gift vouchers be accepted.
- If foreign travel is necessary to investigate products or services the National Concert Hall will authorise and pay for the trip.

Ethical Guidelines For Specific Activities

3.1 Introduction

The aim of these Guidelines is to set out the manner and the spirit in which business should be conducted in order that the National Concert Hall may continue to enjoy its current reputation for high standards of professionalism, integrity and ethical conduct.

3.2 Finance

These Guidelines complement the general Code of Practice for the Governance of State Bodies 2016 ('Code'). Fundamental principles of the Code and best practice protocols are:

3.2.1 Integrity

All staff must observe the highest standards of honesty and integrity, i.e.:

- Not using confidential information for private gain.
- Not abusing one's position for gain.
- Fostering the highest standard of professional competency when dealing with the National Concert Hall, Government Departments & Agencies, Banks and other bodies.
- Operating within the National Concert

Hall's policies, guide lines and limits.

- Avoiding gifts or hospitality which might affect one's ability to make independent judgements.

3.2.2 Confidentiality

Care should be taken over the use of information. No improper use should be made of confidential information. All staff should ensure that information regarding:

- The National Concert Hall is safeguarded.
- Customer Credit Cards, Banks, Institutions, Government Departments & Offices and anyone else that we deal with in the course of our business, is also safeguarded. Internal confidentiality will be observed by all staff.

3.2.3 Legality

It is important that the Law of the country is complied with by:

- Fulfilling and co-operating with legislation and all regulatory obligations applicable to the National Concert Hall by the laws of the State, EU Directives, Government Departments and other regulatory bodies.
- Ensuring that all information is accurate and not misleading or ambiguous.

3.2.4 Conflicts Of Interest

Any employee engaged in a transaction where a conflict or possible conflict of interest arises should immediately bring it to the attention of his/her line manager, who will then decide what course of action, should be taken.

4. Procurement

4.1 Introduction

These Guidelines complement the general Code of Practice for the Governance of State Bodies 2016. Good commercial practice and security considerations demand strict regulations on tendering and purchasing procedures in any

organisation. It is the policy of the National Concert Hall to acquire all bought-in goods and services above the floor limit as detailed in the document titled 'Public Procurement Guidelines 2017' by open and competitive tender which is consistent with the policies prescribed therein and its amendments. All National Concert Hall purchasing procedures are based on this policy and they must not only be fair, but transparently so, to staff, suppliers and to the general public. This Code of Ethics establishes a set of principles and guidelines for personal and corporate behavior in the procurement area. It must be recognised, however, that personal integrity and good corporate behaviour cannot be created solely by the establishment of such a code – ethical behaviour depends essentially on individual choices and values. Also, a Code of Ethics cannot identify every possible situation where an ethical course of action may be clearly distinguishable from unethical behaviour. All cases of doubt must be referred to the Compliance Officer.

4.2 Principles

There are a number of fundamental principles of the Code. These are:
Integrity
Confidentiality
Loyalty
Disclosure Of Interest

4.2.1 Integrity

Employees whose duties include any aspect of purchasing must observe the highest standards of honesty and integrity in all their dealings. This has a number of practical implications. It means:

- Never using confidential information for private gain or other personal advantage.
- Never abusing one's position for gain.
- Disclosing any conflicts of interest where such exist or are discovered, in writing, to your line manager.
- Refusing bribes, gifts of hospitality which might affect one's ability to make independent judgement and reporting

all such incidences in writing to your line manager.

- Avoiding practices which could make one vulnerable to financial difficulties and induce further unethical conduct.
- Fostering the highest standards of professional competence at all times.

4.2.2 Confidentiality

All employees with purchasing duties should maintain a high degree of discretion in relation to business transactions, contracts, vendors etc.

The implications of such a principle are:

- Ensuring that both the National Concert Hall and vendor information are safeguarded.
- Exercising due care in the course of communicating information.
- Ensuring that no improper use is made of confidential information.

4.2.3 Legality

It is essential that all individuals and management comply both in letter and spirit with the appropriate laws of the country.

This involves:

- Fulfilling all regulatory and supervisory obligations imposed on the National Concert Hall.
- Co-operating with the regulatory supervisory bodies.
- Avoiding false, inaccurate or misleading entries in records or in submission of records.
- Not engaging in illegal or criminal activities.
- Ensuring that actions comply with all contractual obligations.
- Encouraging the effective operation of fair competition at all times.

4.2.4 Disclosure Of Interest

Where a person has a financial, beneficial or any other interest in an issue which arises in the course of his/her purchasing responsibilities:

- He/she should disclose this in writing to his/her line manager.
- He/she should not seek to influence a company decision on this matter.
- He/she should refrain from any further involvement in the issue.

4.3 Guidelines On Gifts And Hospitality

It is not uncommon for company representatives to offer or receive gifts, hospitality or entertainment especially at festive periods. These gifts can simply be an indication of goodwill and friendship, but also may be intended to obtain preferential treatment for the giver or could in any case be so interpreted.

In order to maintain and enhance the high ethical standards of National Concert Hall staff, it is essential that:

- Business gifts other than items of very small intrinsic value such as diaries, calendars, bottles of wine/spirits which have become accepted trade practice, should be refused or if delivered, should either immediately be returned to the donor or deposited in a central store at the Hall for random (for example by means of raffle) distribution to the general staff.
- Modest hospitality, being an accepted courtesy of a business relationship, should not be allowed by the recipient to reach a position whereby he or she might be, or might be deemed by others to have been, influenced in making a business decision as a consequence of accepting such hospitality.
- Attendance by invitation to functions of an association or public character such as golf, football, racing, concerts and other similar events should be regarded with discretion and not become habitual.
- The number of people representing the National Concert Hall at Vendor functions should be kept to a minimum and such representatives should always behave in an appropriate manner.
- Identification in a public way by the National Concert Hall staff with a

particular supplier/vendor should be avoided.

- Endorsement of a particular supplier's design/product, to the exclusion of others, should be avoided, except where this accords fully with National Concert Hall policy.
- Invitations which involve the provision of travel and/or accommodation should be politely declined. If such a trip is required for business reasons National Concert Hall should pay the associated cost(s) after the normal approval process, via the appropriate line manager has been completed.
- When it is not easy to decide between what is and what is not acceptable in terms of gifts or hospitality, advice should be sought from the employee's line manager.
- National Concert Hall staff must continue to observe the highest standards pertaining to the acceptance of gifts and hospitality. Each Manager should ensure that he/she is aware of all practices in this regard in his/her area of responsibility and the advice of the Compliance Manager should be sought where necessary.

4.4 Recruitment/Promotion

These Guidelines complement the National Concert Hall's general Employee Code of Business Ethics.

The basic principles applying to the area of recruiting and promoting staff in the National Concert Hall are:

- All employees are recruited and promoted on merit.
- All employees shall be treated equally irrespective of marital status, family status, gender, race (including colour, creed or ethnic origin), sexual orientation, religion, political preferences, age, disability or membership in the traveller community which do not affect performance of the job. Any member of the management and staff of the National Concert Hall involved in this activity (either on a

full-time, temporary or casual basis), will therefore be bound by ethical principles arising under Integrity, Confidentiality, Legality and Disclosure of interest.

In practice, the application of these basic principles requires that:

- The highest standards of professional competence must be developed and applied at all times, and selections must be made on the basis of approved corporate criteria and standards only.
- The requirements of relevant legislation (e.g. Employment, Equality, Data Protection, etc.) must be upheld.
- Independence must exist and be seen to exist in the conduct of all stages of the selection process.
- The requirement to treat all candidates equally must apply at all stages of the selection process.
- The highest level of confidentiality must be maintained at all times, and information obtained in the course of selection must only be used for the purposes for which it is supplied.
- No-one shall serve on an interview panel, or seek to influence the company decision in any way, where he or she is related to one of the candidates.
- All members of management and staff should be extremely sensitive of their positions in dealing with candidates for recruitment to the company, so as not to suggest that they are prepared to intervene with the company on such candidates' behalf, in any fashion that conflicts with this Code of Ethics.
- As in other areas, good example from top management will ensure that proper ethical values are perpetuated and accepted at all levels in the company. It is vital, therefore, that any interaction by top management with the recruitment and selection process is supportive of the principles contained in this Code of Ethics.

5. Do's And Don'ts

5.1 Introduction

This additional section provides an indicative checklist of actions and behaviours that are:

- a) encouraged or mandated from all staff, and those that are
- b) discouraged and forbidden.

It is intended as a guideline and checklist and it is not meant to be exhaustive or definitive.

5.2 Staff Members Will:

- Be truthful and honest in all business dealings.
- Ensure that there is no conflict of interest between their work in the National Concert Hall and any outside personal interest.
- Inform their manager/supervisor in writing if any such conflicts arise.
- Ensure the National Concert Hall obtains the best value for money in procurement and business dealings.
- Progress any concerns and grievances using in the first instance agreed internal processes.
- Ensure that work complies with all applicable laws and regulations in the Ireland.

5.3 Staff Members Will Not:

- Participate in any matter or transaction where a conflict of interest exists.
- Disclose details of confidential company matters to third parties including the media.
- Accept any money, significant gift, material or service from a customer or supplier.
- Distribute, dispense or otherwise sell-on tickets for events at the National Concert Hall other than in the course of carrying out one's duties, for personal gain.
- Engage in the promotion of events other than in the course of carrying out one's

duties at the National Concert Hall or have an association with the production of events for personal gain.

- Participate in the production or promotion of events other than in the course of one's duties for the National Concert Hall in any other venues or arenas for personal gain. Should any such circumstance be likely to arise written permission must first be sought by the member from the National Concert Hall in advance of any engagement.
- Behave in any manner which may damage the reputation of the National Concert Hall.

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CÓD EITICE GNÓ
D'FHOSTAITHE

CÓD EITICE GNÓ D'FHOSTAITHE AN CHEOLÁRAIS NÁISIÚNTA

Prionsabail Ghinearálta

- 1.1 Réamhrá
- 1.2 Ionracas
- 1.3 Dílseacht
- 1.4 Comhlíonadh Dlíthiúil agus Rialála
- 1.5 Rúndacht
- 1.6 Cothroime
- 1.7 Ábhair Imní a Ardú

Tabhartais agus Siamsaíocht

- 2.1 Réamhrá
- 2.2 Treoirínte praiticiúla

Treoirínte Eitice le haghaidh Gníomhaíochtaí Sonracha

- 3.1 Réamhrá
- 3.2 Airgeadas
 - 3.2.1 Ionracas
 - 3.2.2 Rúndacht
 - 3.2.3 Dlíthiúlacht
 - 3.2.4 Coinbhleachtaí Leasa

Soláthar

- 4.1 Réamhrá
- 4.2 Prionsabail
 - 4.2.1 Ionracas
 - 4.2.2 Rúndacht
 - 4.2.3 Dlíthiúlacht
 - 4.2.4 Nochtadh Leasa
- 4.3 Treoirínte maidir le Tabhartais agus Fáilteachas
- 4.4 Earcaíocht / Ardú Céime

Ceadaithe agus Neamhceadaithe

- 5.1 Réamhrá
- 5.2 Déanfaidh Baill Foirne
- 5.3 Ní dhéanfaidh Baill Foirne

1. Prionsabail Ghinearálta

1.1 Réamhrá

Is seo a leanas na prionsabail ghinearálta atá mar bhonn is mar thaca ag an gCód Eitice Gnó seo, a bhaineann le gach fostaí de chuid an Cheolárais Náisiúnta:

Ionracas

Dílseacht

Dlíthiúlacht

Rúndacht

Cothroime

Ábhair Imní a Ardú

Is é príomh-riachtanas an Chóid go gcaithfidh fostaithe an Cheolárais Náisiúnta feidhmiú, agus go bhfeicfear go mbeidh siad ag feidhmiú, chuig na caighdeáin is airde d'éitic ghnó. Mar gheall ar chomh goilliúnach leis na gníomhaíochtaí a dhéantar i réimsí cosúil le Airgeadas, Soláthar agus Earcaíocht, tá gá le treoirlínte sonracha agus tá siad dréachtaithe i gcomhair na réimsí seo leis an gCód Eitice Gnó seo d'Fhostaithe a chomhlánú. Measfar sárúithe ar an gCód Eitice Gnó seo d'Fhostaithe mar shárú ar chaighdeáin beartais iompair agus láimhseálfar iad de réir nósanna imeachta disciplíneacha an Cheolárais Náisiúnta.

1.2 Ionracas

- Beidh na fostaithe oscailte, fírinneach agus macánta ina gcuid déileálacha gnó ar fad.
- Coinneoidh na fostaithe na gealltanais a dhéanfaidh siad.
- Cinnteoidh na fostaithe nach bhfuil aon choinbhleacht leasa idir a gcuid oibre sa Cheoláras Náisiúnta agus aon leas pearsanta taobh amuigh den eagraíocht.

Tagann coinbhleacht leasa chun cinn i gcás ina bhféadfadh rannpháirtíocht nó baint le gníomhaíocht sheachtrach tionchar a imirt nó go ndearódh sé go mbeadh sé ag imirt tionchair ar an gcaoi a ndéanann an Ceoláras Náisiúnta a chuid gnó. I gcás ina bhfuil leas seachtrach ag fostaithe a mbíonn tionchar aige ar aon chás a bhféadfadh sé go gcaithfidís déileáil leo i rith

a gcuid oibre, ní mór don fostaí sin an leas sin a dhearbhu i scríbhinn dá mbainisteoir líne. Go sonrach má sholáthraíonn fostaithe, a gcéilí, comhpháirtithe nó a gcuid leanaí, nó dlúthbhaill den teaghlach nó go bhfuil leas tairbhiúil acu earraí nó seirbhísí a sholáthar ó aon duine, comhpháirtíocht, grúpa nó cuideachta don Cheoláras Náisiúnta, ní mór an leas sin a dhearbhu go foirmiúil.

Mura dtugtar ordú malartach ní bheidh aon déileálacha ag na fostaithe sin le haon chúrsaí a dhéanann trácht do sholáthar den sórt sin nó a bhaineann leis. Ní úsáidfidh aon fostaí faisnéis a fuarthas i rith obair an Cheolárais Náisiúnta ar mhaithe le haon bhrabús pearsanta a dhéanamh.

1.3 Dílseacht

- Aithníonn fostaithe go gcaithfidh siad a bheidh dílis agus tiomanta don Cheoláras Náisiúnta ina chuid gníomhaíochtaí gnó ar fad.
- Ní bheidh fostaithe ag gabháil do ghníomhaíocht sheachtrach nó ag obair in eagraíocht sheachtrach atá in iomaíocht leis an gCeoláras Náisiúnta ná ní thacóidh siad leis an ngníomhaíocht nó leis an eagraíocht sin.
- Agus iad ag gabháil d'aon ghníomhaíocht sheachtrach eile, cinnteoidh fostaithe nach gcuirfidh siad isteach ar aon bhealach ar a gcumas seirbhís shásúil rialta, phointeáilte agus shásúil a thabhairt don Cheoláras Náisiúnta.
- Tacóidh gach fostaí le comhghleacaithe, leis an mbainistíocht agus leis an mBord i ngach ábhar a bhaineann le gníomhaíochtaí gnó an Cheolárais Náisiúnta.
- Ní bhainfidh fostaithe an bonn trí ghníomh nó mainneachtain de spriocanna agus cuspóirí an Cheolárais Náisiúnta, a fhoireann agus an bhainistíocht.

Go sonrach cuirfidh gach gearán agus ábhar imní trí bhealaí inmheánacha comhaontaithe sula nglacfar le haon ghníomh a bhféadfadh tionchar a bheith acu ar mhuintir an phobail nó dhea-cháil an Cheolárais Náisiúnta.

1.4 Comhlíonadh Dlíthiúil agus Rialála

- Cinnteoidh na fostaithe go gcomhlíonfaidh a gcuid oibre don Cheoláras Náisiúnta go hiomlán le dlíthe agus rialacháin na hÉireann.
- Cinnteoidh na fostaithe go gcomhlíonann an Ceoláras Náisiúnta le gach ceanglas rialála. Má bhíonn aon amhras faoi aon saincheist shonrach, cuirfear ar aghaidh é chuig bainisteoireacht an Cheolárais Náisiúnta.

1.5 Rúndacht

Coinneoidh gach fostaí rúndacht maidir le hidirbhearta gnó ach amháin nuair a údaraíonn na páirtithe lena mbaineann é sin, nó má theastaíonn sé de réir an dlí. Go háirithe, ní nochtfaidh fostaithe sonraí maidir le nithe rúnda a bhaineann leis an gcuideachta do thríú páirtithe, lena n-áirítear na meáin. Beidh aird ag gach ball foirne ar rúndacht inmheánach. Ar deireadh, beidh meas ag fostaithe ar cheanglais i reachtaíocht um Chosaint Sonraí agus i dTeoracha AE.

1.6 Cothroime

- Cinnteoidh fostaithe go bhfuil treoir ag a gcuid oibre ó thiomantas an Cheolárais Náisiúnta do chothroime i ngach déileáil ghnó dá gcuid.
- Glacann fostaithe leis go gcaithfidh meas a bheith i gcónaí ar gach custaiméir agus go gcaithfear leo ar fad go cothrom.
- Tá sé de cheart ag gach soláthraí go gcaithfí go cóir leo agus ba cheart leis réasúnta a thabhairt dóibh chun gnó a ghnóthú.
- Íocfar soláthraithe in am, de réir na dtéarmaí comhaontaithe maidir le ceannach agus íocaíocht.
- Ní ghlacfaidh fostaithe le haon airgead nó le haon tabhartas suntasach ó sholáthraí nó custaiméir.
- Ní ghlacfaidh fostaithe le haon tabhartas ó sholáthraí/ custaiméir i gcás go bhféadfaí féachaint go réasúnta air mar rud a

bheadh ag caitheamh go fabhrach leis an soláthraí/gcustaiméir sin.

Is tionscal an-iomaíoch go deo é an tionscal siamsaíochta ina bhfeidhmíonn an Halla. Is féidir leis an gcomórtas a bheith bríomhar agus fuinniúil, ach cloífidh sé i ngach cás leis na caighdeáin eiticíúla is airde.

Aithnítear go dtugann an Ceoláras Náisiúnta an tosaíocht is airde ar shaibhreas agus sábháilteacht a chuid fostaithe agus an phobail i gcoitinne a chur chun cinn agus a chaomhnú.

- Glacfaidh fostaithe gach réamhchúram réasúnta chun díobháil dóibh féin, dá gcomhghleacaithe, ealaíontóirí, pátrúin, agus baill eile den phobal a sheachaint.
- Caithfidh fostaithe lena gcomhghleacaithe le custaiméirí an Cheolárais Náisiúnta go cothrom agus ní dhéanfar idirdhealú ina gcoinne ar fhorais stádas pósta, stádas teaghlaigh, inscne, cine (lena n-áirítear dath, creideamh agus bunús eitneach), claonadh gnéis, reiligiún, sainroghanna polaitiúla, aois, míchumas nó ballraíocht i bpobal an lucht siúil.
- Beidh earcaíocht agus cur chun cinn fostaithe bunaithe go láidir ar fhiúntas.

1.7 Ábhair Imní a Ardú

I gcásanna práinneacha nó goilliúnacha áit ina dteastaíonn comhairle rúnda nó i gcás ina dtagann ábhar imní chun cinn nach féidir dul i ngleic go cuí leo trí na gnáthbhealaí, go háirithe maidir le míchulbheas airgeadais féideartha, ba cheart iad sin a chur faoi bhráid an Oifigigh Comhlíontachta nó Rúnaí an Bhoird leis an seoladh ríomhphoist seo a leanas: john.nolan@nch.ie

Caithfear go rúnda le fiosruithe agus léiriú imní agus i gcás go ndéantar iad sin de mheon macánta ráthaíonn an Ceoláras Náisiúnta gur féidir le fostaithe a dhéanann iad sin a dhéanamh gan eagla a bheith orthu go mbeidh iarmhairtí tromchúiseacha, íospairt nó díoltas dá mbarr.

Seachas in imthosca eisceachtúla, i gcás go gcinneann an Ceoláras Náisiúnta go bhfuil gá leis ar shlí eile, ní féidir leis an gCeoláras Náisiúnta imscrúdú a dhéanamh ar ghearán a dhéantar leis, mura ndéantar ainm an duine a dhéanann an gearán a nochtadh. I bhformhór cásanna, ní imscrúdáidh an Ceoláras Náisiúnta gearáin gan ainm.

2. Tabhartais agus Siamsaíocht

2.1 Réamhrá

Tá cásanna ann a thagann chun cinn go rialta nuair a bhímid ag déanamh ár gcuid oibre a meastar iad a bheith neamhbhagrach agus ceart agus cóir agus tuige nach measfaí. Mar shampla b'fhéidir gur gnáthrud é do sholáthraithe bronntanais Nollag nár iarradh a sheoladh chuig baill foirne lena mbíonn teagmháil acu i rith na bliana.

2.2 Treoirínte Praiticiúla

Féadfaidh fostaithe glacadh le bronntanais Nollag nach bhfuil daor – sampla maith é buidéal fíona/deochanna meisciúla – ar an gcoinníoll:

- Go bhfuil an bronntanas gan iarraidh.

- Ní ghlactar le níos mó ná bronntanas amháin i mbliain mura bhfuil sé á thabhairt amach ag an gcuideachta trí rogha ar corr.
- Tugtar eolas do bhainisteoir líne an fhostaí láithreach faoi shonraí na mbronntanas a fuarthas.

Tá siamsaíocht fostaithe ag soláthraithe nó custaiméirí inghlactha laistigh de na gnáthchritéir thráchtála.

Sainmhínítear iad sin mar seo a leanas:

- Féadfaidh ball foirne glacadh le béille ag ionad áitiúil (ach ní bheidh fanacht cónaithe mar chuid de sin).
- Féadfar glacadh le ticéad le haghaidh imeacht spóirt nó siamsaíocht phoiblí eile ag ionad áitiúil ach nach mó ná uair amháin ó aon fhoinsé i mbliain.
- Ní fhéadfar glacadh le hairgead tirim nó dearbháin airgid/bronntanais in imthosca ar bith.
- Más gá taisteal coigríche a dhéanamh chun táirgí nó seirbhísí a imscrúdú ceadóidh an Ceoláras Náisiúnta an turas agus íocfaidh sé as.
- Níor cheart glacadh le tairiscintí an tsoláthraí ar thaisteal coigríche, toisc go bhféadfadh sé tionchar a bheith aige ar a bhreithiúnas níos déanaí.
- Fostaithe a bheidh ag gníomhú i gcáil phearsanta, nó thar ceann club nó cumainn sa Cheoláras Náisiúnta, níor chóir dóibh bronntanas, tabhartas, tacaíocht nó urraíocht a lorg nó a iarraidh ó sholáthraithe/conraitheoirí earraí nó seirbhísí chuig an gCeoláras Náisiúnta nó ó chustaiméirí de chuid an Cheolárais Náisiúnta.
- Níor cheart glacadh le bronntanais, tabhartais nó urraíocht nár iarraidh ach amháin thar ceann club nó cumainn sa Cheoláras Náisiúnta nuair atá cead faighte roimh ré ón mbainisteoir líne agus dá bhféadfaí féachaint go réasúnta air mar rud nach bhfágfadh go mbeifí ag caitheamh go fabhrach leis an deontóir. Tá na samplaí seo beartaithe mar threoirínte a chuideoidh chun cinntí ciallmhara a

dhéanamh. Beidh formhór na gcásanna ríshoiléir. Mar sin féin, má tá amhras ann fós ba cheart treoir a lorg ó do Bhainisteoir Líne, Ceann Pearsanra nó ón Oifigeach Comhlíontachta.

3. Treoirínte Eitice le haghaidh Gníomhaíochtaí Sonracha

3.1 Réamhrá

Is é aidhm na dTreoirínte seo an bealach agus an spiorad inar cheart gnó a dhéanamh a leagan síos ionas gur féidir leis an gCeoláras Náisiúnta leanúint ag baint suilt as an gcáil atá air faoi láthair do chaighdeán arda gairmiúlachta, ionracais agus iompair eiticiúil.

3.2 Airgeadas

Comhlánaíonn na Treoirínte seo an Cód Cleachtais ginearálta chun Comhlachtaí Stáit a Rialú 2016 ('An Cód).

Is iad seo bunphrionsabail an Chóid agus na prótacail dea-chleachtais:

3.2.1 Ionracas

Ní mór don fhoireann ar fad aird a bheith acu ar na caighdeáin is airde macántachta agus ionracais, i.e.:

- Gan faisnéis rúnda a úsáid ar mhaithe le gnóthú pearsanta.
- Gan mí-úsáid a bhaint as post duine ar mhaithe leis féin.
- An caighdeán is airde inniúlachta gairmiúla a chothú nuair a bhítear ag déileáil leis an gCeoláras Náisiúnta, le Ranna Rialtais agus Gníomhaireachtaí, Bainc agus comhlachtaí eile.
- Feidhmiú laistigh de bheartais, treoirínte agus teorainneacha an Cheolárais Náisiúnta.
- Bronntanais nó fáilteachas a sheachaint, a bhféadfadh tionchar a bheith acu ar chumas duine breithiúnais neamhspleácha a dhéanamh.

3.2.2 Rúndacht

Ba cheart a bheith aireach maidir le húsáid faisnéise. Níor cheart úsáid mhíchuí a bhaint as faisnéis rúnda. Ba cheart don fhoireann ar fad a chinntiú go mbeidh faisnéis maidir leis:

- an gCeoláras Náisiúnta cosanta.
- Tugtar cosaint freisin do Chártaí Creidmheasa Custaiméirí, Institiúidí, Ranna Rialtais agus Oifigí agus aon duine eile a mbímid ag déileáil leo i rith ár gcuid gnó. Beidh aird ag an bhfoireann ar fad ar rúndacht inmheánach.

3.2.3 Dílíthiúlacht

Tá sé tábhachtach dlí na tíre a chomhlíonadh.

- Cloí leis an reachtaíocht agus le gach dualgas rialála is infheidhmithe i leith an Chórais Náisiúnta de réir dhlíthe an Stáit, Treoracha AE, Ranna Rialtais agus comhlachtaí rialála eile agus comhoibriú leo.
- A chinntiú go bhfuil an fhaisnéis go léir cruinn agus nach bhfuil sí míthreorach nó doiléir.

3.2.4 Coinbhleachtaí Leasa

Ba cheart d'aon fhostaí a bhíonn ag gabháil d'idirbheart ina dtagann coimhlint nó coinbhleacht leasa féideartha chun cinn é a chur faoi bhráid a bhainisteoir/bainisteoir líne láithreach, agus cinntidh sé/sí ansin cén cineál gnímh is cóir a ghlacadh.

4. Soláthar

4.1 Réamhrá

Comhlánaíonn na Treoirí seo an Cód Cleachtais ginearálta chun Comhlachtaí Stáit a Rialú 2016. Éilíonn dea-chleachtas tráchtála agus comaoineacha slándála rialacháin diana ar nósanna imeachta tairisceana agus ceannacháin in aon eagraíochta. Is é beartas an Cheolárais Náisiúnta gach earra agus seirbhís a cheannaítear os cionn teorainn an urláir mar atá mionsonraithe sa doiciméad dar teideal 'Treoirí um Sholáthar Poiblí 2017' a fháil trí thairiscint oscailt agus iomaíoch atá ag teacht leis na beartais arna bhforordú ann agus ina chuid leasuithe. Tá nósanna imeachta ceannacháin an Ceoláras Náisiúnta bunaithe ar an mbeartas sin agus ní hamháin go gcaithfidh siad a bheith cothrom, ach trédhearcach, don fhoireann, soláthraithe agus don phobal i gcoitinne. Leagtar síos sraith prionsabal agus treoirí seo sa Chód Eitice seo d'iompar pearsanta agus corparáideach sa réimse soláthair. Ba chóir a aithint, áfach, nach féidir ionracas pearsanta agus dea-iompar corparáideach a chruthú astu féin trí bhíthin cóid dá leithéid – bíonn iompar eiticiúil ag brath go bunúsach ar roghanna agus ar luachanna aonair. Chomh maith leis sin, ní féidir leis an gCód Eitice gach cás féideartha a aithint ina bhféadfaí cúrsa gnímh eiticiúil a idirdhealú go soiléir ó iompraíocht mhí-eiticiúil. Ní mór gach cás amhras a chur ar aghaidh chuig an Oifigeach Comhlíontachta.

4.2 Prionsabail

Tá roinnt bunphrionsabal a bhaineann leis an gCód.

Is iad sin:

Ionracas

Rúndacht

Dílseacht

Nochtadh Leasa

4.2.1 Ionracas

Ní mór d'fhostaithe a bhfuil aon ghné de cheannachán i gceist lena gcuid dualgais na caighdeáin macántachta agus ionracais is airde a bheith acu ina gcuid déileálacha. Bíonn roinnt impleachtaí praiticiúla aige sin. Ciallaíonn sé sin:

- Gan faisnéis rúnda a úsáid riamh ar mhaithe le gnóthú pearsanta nó aon bhuntáiste pearsanta eile.
- Gan mí-úsáid a bhaint as post duine riamh ar mhaithe leis féin.
- Aon choinbhleachtaí leasa i gcás ina bhfuil a leithéid ann nó go bhfaightear amach iad a nochtadh, i scríbhinn, dod' bhainisteoirí líne.
- Breabanna agus bronntanais fáilteachais a dhiúltú a bhféadfadh tionchar a bheith acu ar chumas duine breithiúnas neamhspleách a dhéanamh agus tuairisc a thabhairt i scríbhinn faoi gach cás den sórt sin dod' bhainisteoir líne.
- Cleachtais a sheachaint ina bhféadfaí duine a fhágáil leochaileach do dheacrachtaí airgeadais agus tuilleadh iompair mhí-eiticiúil a spreagadh.
- Na caighdeáin is airde d'inniúlacht ghairmiúil a chothú ag gach tráth.

4.2.2 Rúndacht

Ba cheart do gach fostaí a bhfuil dualgais ceannacháin acu lánrogha a choimeád maidir le hidirbhearta gnó, conarthaí, díoltóirí, etc.

Bíonn na himpleachtaí seo ag prionsabal den sórt sin:

- A chinntiú go mbeidh cosaint ag an gCeoláras Náisiúnta agus ag an bhfaisnéis maidir le díoltóirí.
- Aird chúí a chleachtadh nuair a bhíonn faisnéis á cur in iúl.
- A chinntiú nach mbaintear úsáid mhíchuí as faisnéis rúnda.

4.2.3 Dlíthiúlacht

Tá sé riachtanach go gcloífeadh gach duine aonair agus an bhainistíocht lena bhfuil sa dlí agus lena bhfuil beartaithe i ndlí na tíre.

Is éard atá i gceist leis sin:

- Cloí le gach oibleagáid rialála agus maoirseachta a ghearrtar ar an gCeoláras Náisiúnta.
- Comhoibriú leis na comhlachtaí rialála maoirseachta.
- Iontrálacha bréige, míchruinne nó míthreoracha i dtaifid nó i dtaifid a chuirtear isteach a sheachaint.
- Gan a bheith ag gabháil do ghníomhaíochtaí neamhdhleathacha nó coiriúla.
- A chinntiú go gcloíonn gníomhartha le gach oibleagáid chonartha.
- Feidhmiú éifeachtach na hiomaíochta córa a spreagadh ag gach tráth.

4.2.4 Nochtadh Leasa

I gcás ina bhfuil leas airgeadais, tairbheach nó aon leas eile ag duine i saincheist a thagann chun cinn le linn a chuid/cuid freagrachtaí ceannacháin:

- Ba cheart dó/di é sin a nochtadh i scríbhinn dá bhainisteoir/bainisteoir líne.
- Níor cheart dó/di tionchar a imirt ar chinneadh cuideachta sa chás sin.
- Ba cheart dó/di staonadh ó aon rannpháirtíocht eile sa cheist.

4.3 Treoirínte maidir le Tabhartais agus Fáilteachas

Is rud gnáth é d'ionadaithe cuideachta bronntanais nó tabhartais, fáilteachas nó siamsaíocht a thairiscint nó a fháil go háirithe ag tréimhse féilte. B'fhéidir nach mbeadh sna bronntanais sin ach comhartha dea-thola agus cairdis, ach d'fhéadfaidís a bheith beartaithe freisin ionas go bhfaigheadh an duine a thabharfadh é cóir fhabhrach nó go bhféadfaí é sin a cheapadh ar aon nós.

D'fhonn ardchaighdeáin eiteiciúla fhoireann an Cheolárais Náisiúnta a choinneáil agus a fheabhsú, tá sé riachtanach:

- Go ndéanfaí bronntanais ghnó seachas rudaí nach bhfuil ach luach intreach an-bheag leo

cosúil le dialanna, féilirí, buidéal fíona/biotáillí ar cleachtas trádála inghlactha iad, a dhiúltú nó i gcás ina seachadtar iad, gur cheart iad a sheoladh ar ais láithreach chuig an deontóir nó iad a fhágáil i stór lárnach ag an Halla chun iad a scaipeadh go randamach (mar shampla trí raifil) ar an bhfoireann ghinearálta.

- Níor cheart don fhaighteoir fáilteachas measartha, ar cúirtéis ghlactha de chaidreamh gnó é, a cheadú d'fhonn céim a bhaint amach ina bhféadfadh sé nó sí a mheas, nó go bhféadfadh daoine eile é a mheas, mar rud a raibh tionchar á imirt aire chun cinneadh gnó a dhéanamh mar thoradh ar fháilteachas den sórt sin a ghlacadh.
- Ba cheart freastal trí chuireadh chuig feidhmeanna cumainn nó carachtair poiblí amhail galf, peil, rásaíocht, ceolchoirmeacha agus imeachtaí eile den sórt sin a mheas le discríd agus gan gnáthrud a dhéanamh de.
- Níor cheart go mbeadh ach líon beag daoine ag déanamh ionadaíochta ar an gCeoláras Náisiúnta ag ócáidí díolacháin agus ba cheart d'ionadaithe mar sin iad féin a iompar ar bhealach iomchuí i gcónaí.
- Níor cheart d'fhoireann an Cheolárais Náisiúnta soláthraí/díoltóir áirithe a aithint ar bhealach poiblí riamh.
- Níor cheart dearadh/táirge soláthraí áirithe a mholadh, agus gach duine eile a bheith fágtha amach, ach amháin nuair a bhíonn sé sin go hiomlán de réir bheartas an Cheolárais Náisiúnta.
- Ba cheart cuirí ina mbíonn taisteal agus/nó cóiríocht i gceist leo a dhiúltú go béasach. Más gá a leithéid de thuras a dhéanamh ar chúiseanna gnó ba cheart don Cheoláras Náisiúnta an costas(costais) gaolmhar a íoc tar éis an gnáthphróiseas ceadaithe, tríd an mbainisteoir líne iomchuí, a bheith curtha i gcrích.
- Nuair nach mbíonn sé éasca cinneadh a dhéanamh idir an rud atá inghlactha agus doghlactha i dtéarmaí tabhartas nó fáilteachais, ba cheart comhairle a lorg ó bhainisteoir líne an fhostaí.

- Ní mór d'fhoireann an Cheolárais Náisiúnta aird a bheith acu ar na caighdeáin is airde maidir le glacadh le tabhartais agus fáilteachas. Ba cheart do gach Bainisteoir a chinntiú go bhfuil sé/sí ar an eolas faoi gach cleachtas chuige sin ina réimse freagrachta agus ba cheart comhairle an Bhainisteora Comhlíontachta a lorg nuair is gá.

4.4 Earcaíocht/Ardú Céime

Comhlánaíonn na Treoirí seo Cód Eitice Gnó Fostaithe ginearálta an Cheolárais Náisiúnta.

Is iad seo na bunphrionsabail a bhaineann leis an réimse earcaíochta agus le hardú céime a thabhairt don fhoireann sa Cheoláras Náisiúnta:

- Earcaítear gach fostaí agus tugtar ardú céime dóibh ar a bhfiúntas féin.
- Ba cheart caitheamh go cothrom le gach fostaí beag beann ar stádas pósta, stádas teaghlaigh, inscne, cine (lena n-áirítear dath, creideamh nó bunús eitneach), claonadh gnéis, reiligiún, sainroghanna polaitiúla, aois, míchumas nó ballraíocht i bpobal an lucht siúil nach mbíonn tionchar acu ar fheidmiú an phoist.

Aon bhall de bhainistíocht agus d'fhoireann an Cheolárais Náisiúnta atá rannpháirteach sa ghníomhaíocht seo (ar bonn lánaimseartha, sealadach nó ócáideach), beidh sé/sí faoi cheangal ag prionsabail eiticíúla ag eascairt faoi Ionracas, Rúndacht, Dílíthiúlacht agus Nochtadh Leasa.

I gcleachtas, éilíonn feidhmiú na mbunphrionsabal seo:

- Ní mór na caighdeáin is airde d'inniúlacht ghairmiúil a fhorbairt agus a chur i bhfeidhm ag gach tráth, agus ní mór roghnúcháin a dhéanamh ar bhonn chritéir agus chaighdeáin chorparáideacha ceadaithe amháin.
- Ní mór seasamh le ceanglais reachtaíochta ábhartha (e.g. Fostaíocht, Comhionannas, Cosaint Sonraí, etc.)
- Ní mór a bheith neamhspleách agus feiceáil go bhfuiltear neamhspleách in iompar ag gach céim den phróiseas roghnúcháin.
- Ní mór an riachtanas caitheamh go cothrom le gach iarratasóir a chur i bhfeidhm ag gach céim den phróiseas roghnúcháin.
- Ní mór an leibhéal is airde rúndachta a chothú ag gach tráth, agus ní féidir faisnéis a fhaightear i rith an roghnúcháin a úsáid ach amháin do na críocha dá soláthraíodh é.
- Ní bheidh aon duine ag fónamh ar phainéal agallaimh, nó ní fhéachfaidh aon duine le tionchar a imirt ar chinneadh na cuideachta ar aon bhealach, i gcás ina bhfuil gaol aige nó aici le duine de na hiarratasóirí.
- Ba cheart go mbeadh gach ball den bhainistíocht agus den fhoireann a bheith fíor-ghoilliúnach ina bpoist nuair atá siad ag déileáil le hiarratasóirí i gcomhair earcaíochta sa chuideachta, ionas nach dtabharfaí le fios go bhfuil siad réidh le hidirghabháil a dhéanamh leis an gcuideachta thar ceann iarratasóirí den sórt sin, ar aon bhealach a bhíonn i gcoimhlint leis an gCód Eitice seo.
- Fearacht réimsí eile, cinnteoidh dea-shampla ón ardbhainistíocht go ndéanfar luachanna eiticíúla iomchuí a bhuanú agus a ghlacadh ag gach leibhéal sa chuideachta. Tá sé ríthábhachtach, dá bhrí sin, go dtacaíonn aon idirghníomhú a bhíonn ag an ardbhainistíocht leis an bpróiseas earcaíochta agus roghnúcháin leis na prionsabail sa Chód Eitice seo.

5. Ceadaithe agus Neamhceadaithe

5.1 Réamhrá

Tugann an rannóg bhreise seo seicliosta táscach de ghníomhartha agus iompraíochtaí:

a) a spreagtar nó a ordaítear ón bhfoireann go léir, agus iadsan

b) a dhíspreagtar agus a bhfuil cosc orthu.

Tá sé i gceist mar threoirlíne agus seicliosta agus níl sé ceaptha a bheith uileghabhálach nó críochnúil.

5.2 Beidh Baill Foirne:

- Fírinneach agus macánta i ngach gnó.
- Cinnteoidh siad nach bhfuil aon choinbhleacht leasa idir a gcuid oibre sa Cheoláras Náisiúnta agus aon leas pearsanta taobh amuigh den eagraíocht.
- Cuirfidh siad a mbainisteoir/maoirseoir ar an eolas i scríbhinn má thagann aon choinbhleachtaí den sórt sin chun cinn.
- Cinnteoidh siad go gcoinníonn an Ceoláras Náisiúnta an luach ar airgead is fearr i ndéileálacha soláthair agus gnó.
- Cuirfidh siad aon ábhar imní agus gearán chun cinn ag baint leasa ar an gcéad dul síos ar próisis inmheánacha comhaontaithe.
- Cinnteoidh siad go gcloíonn an obair le gach dlí agus rialachán infheidhmithe in Éirinn.

5.3 Ní Bheidh Baill Foirne:

- Rannpháirteach in aon ábhar nó idirbheart ina bhfuil coinbhleacht leasa.
- Ní nochtfaidh fostaithe sonraí maidir le nithe rúnda a bhaineann leis an gcuideachta do thríú páirtithe, lena n-áirítear na meáin.
- Ní ghlacfaidh siad le haon airgead, bronntanas suntasach, ábhar nó seirbhís ó chustaiméir nó soláthraí.
- Ní scaipfidh, ní dháilfidh ná ní dhíolfaidh siad ar aghaidh ticéid i gcomhair imeachtaí ag an gCeoláras Náisiúnta seachas nuair a bheidh siad ag comhlíonadh a gcuid dualgais, ar mhaithe le gnóthú pearsanta.

- Ní bheidh siad ag gabháil do imeachtaí a chur chun cinn seachas le linn a bheith ag comhlíonadh a gcuid dualgais ag an gCeoláras Náisiúnta ná ní bheidh baint acu le himeachtaí a eagrú ar mhaithe le gnóthú pearsanta.
- Ní bheidh siad rannpháirteach in eagrú nó cur chun cinn imeachtaí seachas le linn a bheith ag comhlíonadh a gcuid dualgas don Cheoláras Náisiúnta in aon ionaid nó láithreacha eile ar mhaithe le gnóthú pearsanta. I gcás ina bhféadfadh cás den sórt sin teacht chun cinn ní mór cead scríofa a fháil ar an gcéad dul síos ó bhall den Cheoláras Náisiúnta sula mbítear rannpháirteach.
- Ní bheidh siad ag dul d'aon iompar a d'fhéadfadh damáiste a dhéanamh do dhea-cháil an Cheolárais Náisiúnta.