

All employees are expected to behave professionally within Royal Mail's Code of Business Standards, to take responsibility for their work, customers and fellow employees, and to follow any reasonable instructions 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, e.g. not following workplace practices, may be nipped in the bud following a quick word with you by your manager.
 - » Providing counselling. This would be a joint discussion to talk about the problem and agree how improvements can be made.



If they follow the formal procedure, the process includes:

- **Fact finding:** to get all the details of the situation.
- **Precautionary suspension:** this may be necessary for serious issues, for example you're suspected of dishonesty, or you've been violent or abusive.
- **Counselling:** if the fact finding doesn't lead to formal conduct action.
- **Formal conduct interview:** if counselling isn't appropriate, you'll be invited to a conduct interview. You'll usually be given any information that the manager might rely on to reach their decision. You can bring a union rep or colleague with you.
- **Outcome:** the manager will usually tell you the outcome in person, then follow up with a letter.
- **Appeal:** you can appeal against a disciplinary penalty.



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

- **Reprimand:** on your record for one year.
- **Serious warning:** on your record for two to five years for dishonesty. It may also include a transfer to another job.
- **Dismissal or action short of dismissal:** A major offence or repeated offences lead to dismissal with or without notice or action short of dismissal, e.g. suspended dismissal for three months to two years (five years for dishonesty).
- Consequences are named differently in Parcelforce Worldwide, so ask your manager for details.



Want to know more?

For full details, ask your manager for a copy of the [Conduct policy](#) and guides, available in the Policy and information section on PSP.