



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

Contractor Policy Pack

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Introduction

This document details the Central Bank of Ireland (“**Central Bank**”) policies¹ regarding the standards of conduct and compliance that are expected of any person who enter the Premises under the remit of the Central Bank.

The Central Bank serves the public interest by safeguarding monetary and financial stability and by working to ensure that the financial system operates in the best interests of consumers and the wider economy with a vision of being One Bank: Trusted by the Public, Respected by our Peers, and a Fulfilling Workplace for our People”.

This document outlines policy commitments and requirements that are expected by all contractors (as defined below).

This document will be updated and redistributed as required.

Any queries regarding the policies or this Pack can be referred to Deirdre Allen, Operations Manager; Procurement Division.

Table 1 | Standardised Wording Contained in this Document

Document Phrase	Common Understanding
Central Bank	Central Bank of Ireland
Contractor	All non-employees of the Central Bank – including Contractors, Agency Workers, 3 rd Parties – to include <ul style="list-style-type: none"> ▪ Those who provide services, goods or works to the Central Bank, ▪ Those on Central Bank Premises, and ▪ Those who act on behalf of the Central Bank
Vendor Manager	Contract Manager provided by the Vendor
Contract	Includes the following: <ul style="list-style-type: none"> • Signed Contract containing Terms and Conditions of Engagement • Purchase Order Terms and Conditions • Letter of Engagement • Memorandum of understanding • Confidentiality Agreement, and Any other agreement between the Central Bank and Contractor for the provision services, goods or works.
Premises	All buildings under the Central Bank Remit, whether owned, leased, or rented
Contract Management Issue	Any actual or suspected infringement/breach of a policy may be processed via notification to the Vendor Manager. The Central Bank and the Vendor Manager will handle any actual or suspected breaches / infringements as a matter of Contract Management.
End User (Information Systems Policies)	Any persons who have been granted access to Central Bank IT systems
Off Premises	All locations outside of Central Bank Premises
Contractors Policy Pack	This document

¹As at January 2020

Scope

This document pack does not apply to Employees of the Central Bank

The Central Bank has a number of policies which will apply to Contractors.

This Contractor Policy Pack applies to all Contractors in addition to what is set out in your Contract.

Actual or suspected Breaches/ infringements of any policy are a Contract Management Issue.

References to any statute, enactment, order, regulation or other legislative instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended, or as may be amended, unless specifically indicated otherwise.

This policy/document is subservient to the Contract, and Contractors particular attention is drawn to Confidentiality, Freedom of Information, Conflict of Interests, Data Protection and Contract Management provisions of the Contract.

Contractors should revert to their own Vendor Contract Manager in the first instance for additional information on policies, and for contact points for all matters relating to the Contract.

Contacts

Additional information on all policies or queries should be referred in the first instance to Vendor Manager who will liaise with the relevant Central Bank business representative.

The following contact points should be used in conjunction with reporting on relevant topics:

Confidential Disclosures	confidentialdisclosures@centralbank.ie
Fraud reporting	fraudmanagement@centralbank.ie
Data Protection	dataprotection@centralbank.ie
IT Service Desk	servicedesk@centralbank.ie or +353 (0)1 224 6555 or ext.: 6555
Media Relations-Comms	media@centralbank.ie or 353 (0) 1 224 6299
Conflicts of Interest	compliance@centralbank.ie
Internal Whistleblowing	InternalWhistleBlowing@centralbank.ie
Information Security	Information.Security@centralbank.ie

All instances of theft and/or loss of Central Bank equipment and/or hard copy information should be reported to the IT Service Desk immediately

Data Protection

Contractors must be aware, when processing Central Bank personal data, of their compliance obligations under the Central Bank's [Personal Data Protection Policy](#), together with the relevant data protection provisions in the contract.

Contractors when processing personal data on behalf of the Central Bank are required to take appropriate actions and process only in accordance with Central Bank instructions, as outlined in the Policy, to protect the data and to ensure that personal data is not disclosed to any persons who are not authorised to access the data.

Any questions in respect of data protection should be raised with the Central Bank's Data Protection Unit at dataprotection@centralbank.ie

Contractors Personal Data Protection Notice

1. Purpose and Scope

This notice is intended to explain how personal information relating to you ("**personal data**") will be handled by the Central Bank ("**we**", "**our**" and "**us**") and sets out how and why your personal data will be collected and processed by the Central Bank and/or on its behalf by its third party service providers in the context of your contracting relationship. In section 7 of this notice, we set out how you can contact us should you have any queries in relation to this notice.

For the purposes of this notice, the controller of your personal data is the Central Bank of Ireland, New Wapping Street, North Wall Quay, Dublin 1.

This notice applies to individuals who provide services to the Central Bank, and to the way we collect and process your personal data. Personal data will be collected and processed during the course of the period during which you work for the Central Bank under contract and for a period after your work with the Central Bank concludes. Please see "**Retention of your personal data**" under section 5 of this notice for further details. Examples of individuals who provide services to the Central Bank are:

- individuals who work for third party service providers and who may be present on the Central Bank's Premises;
- direct contractors (e.g. individuals who sign a direct contract with the Central Bank).

During the course of the period during which you work for the Central Bank under contract, we will collect personal data from you or third party sources. Details around the collection of your personal data is provided in the sections below.

2. Why do we process and with whom do we share your personal data?

The table below details the key contexts for which ("Legal Basis") and why ("Purposes") we collect, obtain and process your personal data, and describes those within the Central Bank and third parties with whom we may share your personal data ("Recipients, both internal and external"). Not every processing operation detailed below will apply to every individual who provides services to the Central Bank.

The section 'Performance of contract' applies to data subjects, which have a contract in place with the Central Bank. For those data subjects that work under their employer's contract with the Central Bank, all other lawful bases, the Central Bank processes your personal data on, are specified below.

Table 3 | Legitimate Interests

<p>Legal Basis</p>	<p>We may obtain, collect and process your personal data where we have a legitimate interest to do so as a customer or client of you or of the organisation by which you are employed.</p>
<p>IMPORTANT</p>	<p>Before we process your personal data to pursue our legitimate interests, we determine if such processing is necessary and we carefully consider the impact of our processing activities on your fundamental rights and freedoms. On balance, we have determined that such processing is necessary for our legitimate interests and that the processing, which we conduct, does not adversely influence these rights and freedoms.</p>
<p>Purposes</p>	<p>We obtain, collect and process certain of your personal data to protect our people, property and valuables. We strive to ensure that all individuals who provide services to the Central Bank can work in a safe environment. This includes:</p> <p>Security</p> <ul style="list-style-type: none"> ▪ using CCTV cameras, which are in place around the Central Bank's property, shared spaces and designated high security areas to protect our people, property and valuables from harm and to deter and investigate criminal acts; ▪ monitoring against, and preventing, cyber-security issues and unauthorised use of our information, IT systems and/or equipment; ▪ providing you with access into designated alternate work areas if required; ▪ to provide you with access to facilities; <p>Administrative and Organisational Purposes</p> <ul style="list-style-type: none"> ▪ to carry out standard administrative and organisational tasks such as to conduct an internal review of the Central Bank's processes, which requires the details of all individuals who provide services to the Central Bank; <p>Accident/Incident/Emergency Purposes</p> <ul style="list-style-type: none"> ▪ to complete an accident reporting form; ▪ to complete an insurance claim form on the occurrence of an accident and the subsequent investigation; ▪ to contact you (using your professional or private contact details) in the event of adverse weather conditions or other events causing disruption to the Central Bank's business for health and safety purposes.

Table 4 | Necessary for Entering into or Performance of the Contract for Services⁵

Legal Basis	It is necessary to process your personal data to enter into and perform our contract with you.
IMPORTANT	You are obliged to provide us with your personal data as it is necessary to enter into a contract with us. In the event that you do not wish to provide us with your personal data for the purposes below, we will not be able to perform our contract with you.
Purposes	<p>We obtain, collect and process your personal data:</p> <p>Entering into/Performing the contract for services</p> <ul style="list-style-type: none"> ▪ to determine, perform and execute the terms on which you will provide services to us; ▪ to ensure the smooth running of our contractual relationship with you (including all of the activities that need to be undertaken before, during and after the contracting relationship); ▪ to receive and review your CV; ▪ to vet you by the National Vetting Bureau (Garda Vetting); <p>Job Function</p> <ul style="list-style-type: none"> ▪ so that our IT service desk may process your IT-related queries, incidents and requests and provide you with support in using the IT systems, and; ▪ so that the library may process queries, and provide you with a user account, and monitor usage.

Table 5 | Consent

Legal Basis	When you freely and voluntarily give us your personal data for the purposes below, you consent to our processing of your personal data.
IMPORTANT	You may withdraw consent to process your personal data by contacting the e-mail sender at any time. However, please note that any processing carried out before you withdraw your consent will remain valid.
Purposes	<p>We obtain, collect and process your personal data⁶:</p> <ul style="list-style-type: none"> ▪ to circulate hardcopy journals, magazines and books to you; ▪ to forward you e-alerts when new journal editions and newsletters become available; ▪ to share a selection of risk book PDFs via e-mail attachments.

⁵ The legal basis of 'Performance of contract' only applies to contractors who are directly engaged/contracted by the Central Bank and not via the employer they work for.

⁶ The processes flagged are processes in respect of which all individuals who provide services to the Central Bank consent to their personal data being processed and where the other legal bases for processing referred to in this notice do not apply. New processes that require consent as a legal basis will be added to this list as they come up.

Table 6 | Public Interest⁷

Legal Basis	It might be necessary to process your personal data to perform a task in the public interest or for official functions, and the task or function has a clear basis in law.
Purposes	We obtain, collect and process your personal data: <ul style="list-style-type: none"> ▪ to vet you by the National Vetting Bureau (GardaVetting).

Table 7 | Compliance with a Legal Obligation

Legal Basis	It is necessary to process your personal data in order to comply with legal obligations imposed on us as a contracting organisation under applicable Irish law.
Purposes	We obtain, collect and process your personal data: <ul style="list-style-type: none"> ▪ to comply with Irish and European Union employment, equality and health & safety law; ▪ to conduct ergonomic assessments; ▪ to prepare with you a Personal Emergency Evacuation Plan (PEEP) if for any reason your mobility may be impaired in an emergency situation;

Table 8 | Defend, Establish or Be a Party in Legal Claims

Legal Basis	It might be necessary to process your personal data in order for us to establish, investigate, exercise or defend a legal claim to which you are a party.
Purposes	We obtain, collect and process your personal data: <ul style="list-style-type: none"> ▪ to file legal proceedings; ▪ to investigate, establish, exercise or defend a legal claim; and □ to settle legal claims.

We will only use your personal data for the purposes for which we collect it (as outlined in this section), unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis, which allows us to do so.

3. Disclosure of personal data

We may disclose some or all of your personal data to the following parties:

- 🔒 internal and external training programme providers;

⁷ This section only applies to contractors, who are contracted to the Central Bank via the employer they work for and does not apply to direct contractors.

- ☒ service providers who provide support services or require your personal data to perform the services requested by the Central Bank (e.g. Global EntServ Solutions Ireland Limited, Cornerstone, Candidate Manager);
- statutory and regulatory authorities (including central and local government departments) such as An Garda Síochána

4. Transfer of your personal data

We may transfer your personal data outside the European Economic Area ("EEA"). Certain recipients (our third party service providers) who process your personal data on our behalf may transfer your personal data outside the EEA. Where an adequacy decision has not been made by the European Commission in respect of the country in question, the Central Bank shall only permit your personal data to be transferred in line with the requirements of data protection legislation. Where such transfers occur, it is our policy that:

- ☒ they do not occur without our prior written authority; and
- ☒ that an appropriate transfer mechanism such as the Model Clause Contracts or other approved transfer mechanisms approved by the European Commission and supervisory authorities (such as the Data Protection Commission) are put in place to protect your personal data.

If you would like to find out more about any such transfers, please contact our Data Protection Officer (DPO) whose details are set out in section 7 of this notice.

5. Retention of your personal data

Your personal data will be retained for a specified period after your work with the Central Bank concludes to ensure the Central Bank is in a position to deal with queries or any legal matters following termination of the contract with you or your employer. Please contact your local divisional management for additional information on the Central Bank's Data Retention and Disposal Policy.

Specific retention periods apply to different records. Information relating to the retention period for specific personal data can be made available by contacting the Division you are working for or the DPO.

6. Your rights and how to exercise them

This section sets out the rights, which you have to address any concerns or queries with us about our processing of your personal data. Note that, in certain circumstances, these rights may not be absolute.

Table 9 | Rights

Right	Further Information
Right of Access	<ul style="list-style-type: none"> ▪ You have the right to request a copy of the personal data held by us about you and to access the following information in relation to the processing of your personal data: <ul style="list-style-type: none"> i. the purposes of processing; ii. the categories of personal data concerned; iii. the recipients of your personal data; iv. the period for which your personal data will be stored; v. the existence of your right to lodge a complaint with the Data Protection Commission; and vi. the source of your personal data; ▪ We will only charge you for making such an access request where we feel your request is unjustified or excessive.
Right to Rectification	<p>You have the right to request that we amend any inaccurate personal data that we have about you.</p>
Right to Erasure	<ul style="list-style-type: none"> ▪ You have the right to ask us to erase your personal data where: <ul style="list-style-type: none"> i. it is no longer necessary for the purposes for which it was collected or otherwise processed; ii. you withdraw your consent and there is no other legal basis permitting us to process your personal data; iii. you object to us processing your personal data and we have no overriding legitimate grounds; iv. your personal data has been unlawfully processed; or v. it must be erased to comply with a legal obligation. ▪ Please note that erasure may not be complete or immediate to the extent that some of your personal data is necessary for the performance of the contract for services with the Central Bank.

<p>Right to Restriction of</p>	<p>You have the right to ask us to restrict processing your personal data in the following situations:</p> <ol style="list-style-type: none"> 1. where you contest the accuracy of your personal data; 2. where the processing is unlawful and you do not want us to delete your personal data; 3. where we no longer need your personal data for the purposes of processing but you require the data in relation to a legal claim; or 4. where you have objected to us processing your personal data pending verification as to whether or not our legitimate interests override your interests or in connection with legal proceedings. <ul style="list-style-type: none"> ▪ When you exercise this right, we may only store your personal data, and may not further process the data unless you consent or the processing is necessary in relation to a legal claim or to protect the rights of another person or legal person or for reasons of important public interest.
<p>Right to Data Portability</p>	<p>You may request us to provide you with your personal data, which you have given us in a structured, commonly used, and machine- readable format and you may request us to transmit your personal data directly to another data controller where this is technically feasible.</p> <p>This right only arises where:</p> <ul style="list-style-type: none"> ▪ we process your personal data with your consent or where it is necessary to perform our contract with you; and ▪ the processing is carried out by automated means.
<p>Right to Object</p>	<p>You have a right to object at any time to the processing of your personal data where we process your personal data on the legal basis of pursuing our legitimate interests.</p>

The majority of the rights as specified above can be directly exercised with the Division you are working for. Any requests outside of the Division’s scope (e.g. formal rights requests) can be submitted to our DPO whose contact details are set out in section 7 of this notice.

We will provide you with information on any action taken upon your request in relation to any of these rights without undue delay and at the latest within one month of receiving your request. We may extend this timeframe by up to one more month if necessary having regard to the circumstances of the request. However, we will inform you if we decide to do so and will outline our reasoning.

7. Queries or Complaints

If you have any concerns about the way your personal data is being used or processed by the Central Bank, please contact our DPO at dataprotection@centralbank.ie.

If after this, you are not satisfied by the effort and response by the Central Bank, you have the right to lodge a complaint with the Data Protection Commission (DPC). Please see www.dataprotection.ie for further information.

8. Changes to this notice

If we make material changes to this notice, in whole or part, the new notice will be published on Plaza (<http://plaza/services/dataprotection>). These changes will be communicated by the DPO to the Divisional Data Protection Champions across the Central Bank.

If at any time we decide to use your personal data in a manner significantly different from that stated in this notice, or otherwise disclosed to you at the time it was collected, we will notify you and you will have a choice as to whether or not we use your information in the new manner.

If you have questions or concerns about this notice, please contact our DPO at dataprotection@centralbank.ie.

Media

No media releases, public announcements or public disclosures, including via promotional or marketing material, shall be made by the Contactor without the prior written consent of the Central Bank.

The Central Bank has a dedicated Media Relations team in the Communications Division, which manages all media engagement on behalf of the organisation. All media queries and engagement must be routed through the team.

What do I do if I receive a media query?

1. All media queries to the organisation, without exception, must be referred to the Press Office/Media Relations in COMM. Given the extremely tight deadlines to which the media work, all messages should be forwarded immediately. This applies whether a query is received in person, by phone, email or through social media channels.
2. If contacted directly by media, advise that the call cannot be dealt with at that moment and either transfer or refer the caller to the Media Relations Team.

Contacts for the Media Relations in COMM - +353 (0)1 224 6299 or media@centralbank.ie

3. Personal contact details, mobile numbers, home telephone numbers etc. must not be provided to the media, as they may be used to contact staff or Contractors outside of these protocols.
4. Under no circumstances should any Contractor provide confidential information to the media.

To ensure a co-ordinated approach to our communications and to avoid a variety of messages being issued at the same time, the Press Office should be advised, a minimum of a week in advance, of all proposed announcements, publication of articles, public presentations and speeches, or any other engagements with a public dimension.

Copies of articles, presentations, speeches etc. should be made available to the Press Office as early as possible, at a minimum one week in advance of issue. If full copies are not available, a summary should be forwarded.

Under the guidelines for IT (Information Technology) security on Social Media, it should also be noted that Authorisation to access social media sites from within the Central Bank is restricted and enforced by IMTD (Information Management & Technology Division). End users who access Social Media sites from outside the Central Bank's network must not express or represent an opinion on behalf of the Central Bank.

Contractors must not post information or data to social media websites, bulletin boards or other discussion websites or forums in the name of the Central Bank or purporting to represent the views of the Central Bank, or that discuss or disparage the Central Bank policies, regulations, regulated entities or personnel or that is likely in any way to bring the name of the Central Bank into disrepute. Any postings for marketing purposes must be authorised in advance.

Public Speaking Engagements

All speeches or attendances at public events attended by media must be approved in advance by the relevant Central Bank Head of Division.

A central email address, speeches@centralbank.ie, and a speaking engagements request form are established for requests to the organisation.

Speeches in a personal capacity

- 🔗 If a Contractor is speaking at a public event attended by media, they are representing the Central Bank and, as such, they should avoid offering personal views in a public forum. The exception to this relates to personal research or at closed events.
- Where comments are provided in a personal capacity a disclaimer should preface the remarks stating that 'These comments are my personal opinion and cannot be attributed to the Central Bank of Ireland'.

Smoke Free Workplace

As with other organisational policies, infringements by Contractors of the “Smoke Free Workplace Policy” may be dealt with as a Contract Management issue.

It is the policy of the Central Bank that all of its workplaces are smoke free and that all persons have a right to work in a smoke free environment. Smoking and vaping/e-smoking in all forms is prohibited. For the avoidance of confusion, vaping/e-smoking relates to the use of any nontobacco based device from which material is drawn into the body by inhalation, irrespective of whether or not a vapour is released or the product contains nicotine.

Scope of the Policy

The prohibition on smoking applies to all persons in Central Bank buildings, whether staff members, Contractors or visitors. Smoking is prohibited at the entrances to all buildings and within all buildings. Moreover, the North Wall Quay Premises has been deemed a smoke free location.

Policy Details

Our commitment as an organisation is to protect all staff, Contractors, service users, customers and visitors from exposure to second-hand smoke, to ensure compliance with legal obligations and to ensure a safe working environment. It is therefore the general policy that all Central Bank workplaces are smoke free and that all staff and Contractors, have a right to work in a smoke free work environment. This policy also prohibits the use of electronic cigarettes (e-cigarettes), personal vaporisers (PV) or electronic nicotine delivery systems (ENDS), commonly known as ‘vaping’.

Smoke Free Workplace Policy

As this policy is based on national legislation, Contractors should also be aware that there are potential significant penalties, ranging from financial penalties to terms of imprisonment for both individuals and employers who do not comply with the law. A person found guilty under section 47 of The Public Health (Tobacco) Acts 2002 to 2015, will, upon conviction, be liable up to €4,000 or a term not exceeding 3 months in prison.

Roles and Responsibilities

Contractors have an obligation to comply with this “Smoke Free Workplace Policy” and the related national legislation. Furthermore, authorised officers from the Health Service Executive and the National Tobacco Control Office are entitled, on foot of a complaint, to visit any of our Premises in order to monitor compliance with the requirements.

Health and Safety at Work

AED (Automated External Defibrillators) equipment are available within the Central Bank.

Protective Equipment

The Central Bank provides personal protective equipment (including eye and ear protection, safety shoes, etc.) for certain Contractors to carry out their duties in a safe and secure manner and to comply with the law. It is mandatory for Contractors issued with personal protective equipment to wear/use this equipment.

Security and Safety on Premises

Building Induction

All Contractors are required to complete a building induction within one week of their commencement date to cover Fire Safety Training and so that a DSE (Display Screen Equipment) assessment can be conducted, where applicable, and at the direction of the Central Bank.

Online Training

The following mandatory e-learning modules will be assigned to you by your designated Central Bank contact/divisional training liaison officer if applicable:-

- Data Protection
- Freedom of Information
- Central Bank of Ireland Information Security – Key Behaviours
- EHS (Environmental Health and Safety) Induction
- DSE (Display Screen Equipment) Training
- DSE Assessment

General Security Requirements

To ensure security of all Central Bank Premises Contractors must protect their ID card, wear it at work with the ID information visible and must not permit tailgating through the Central Bank's physical access barriers.

All Contractors, must follow the Central Bank's '[Clear Desk](#)' policy and adopt similar working practices when working Off Premises to ensure that sensitive information including personal data is secured away when not in use to prevent unauthorised access, to minimise the risk of damage to or loss of files and information and to ensure a safe and tidy working environment for all.

Contractors must check their bags prior to leaving Premises and remove any unnecessary sensitive hard copy documents. These must be stored in a locked cabinet or locker overnight or disposed of in the confidential waste bins.

Contractors must never leave confidential papers unattended. Special care should be taken during social events and on all forms of public transport, including airplanes and taxis.

Contractors must never take hard copy confidential or secret documents to bars, restaurants and other public places where they may be at risk of theft or being lost.

Contractors must not use Bring Your Own Devices (BYOD) for Bank work. BYOD is not permitted by Bank. The Central Bank only supports Corporate Owned Personally Enabled (COPE) devices which at all times remain the property of Bank.

Environmental, Health and Safety

Due to diversity in the nature of Central Bank Premises between Currency Centre and other Central Bank Premises, the specific safety measures implemented at these locations are described in separate local Ancillary Safety Statements which are available at each site.

All Contractors must comply with their statutory responsibilities and the Central Banks:

- ❑ IMS (Integrated Management System) Contactor Control Procedures; and
- ❑ Site rules, as explained in local Site Induction.

General Responsibilities

- ❑ Taking reasonable care for your own safety, health and welfare and that of any other person who may be affected by your acts or omissions while at work.
- ❑ Co-operating with us and any other such person to such an extent that will enable us or the other person to comply with any of the relevant statutory provisions.
- ❑ Using in such a manner as to provide the protection intended, any suitable appliance, protective clothing, convenience, equipment or other means or thing provided for securing your safety, health or welfare at work.
- ❑ Reporting to your immediate supervisor without unreasonable delay, any defects in plant, equipment, place of work or system of work, which might endanger safety, health or welfare or cause pollution, of which you become aware.
- ❑ Not to intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment or other means or things provided in pursuance of any of the relevant statutory provisions or otherwise, for securing the safety, health and welfare of persons arising out of work activities or for preventing pollution.
- ❑ Reporting to your supervisor any accident resulting in loss or injury and any near miss that could have resulted in loss or injury to which he/she becomes aware
- ❑ Must ensure that their own safety statement and environmental policies are made available while the work is being carried out.
- ❑ Required to provide us with details on any potential hazards that may impact on the wellbeing of all persons while work is being carried out in our workplace or aspects which may cause significant environmental impacts.

Site specific responsibilities and information are set out on the following which will be provided by Central Bank representatives when applicable.

❑ [City Centre Sites](#) Ancillary Safety Statement

❑ [Currency Centre](#) Ancillary Safety Statement

Receipt of Business Hospitality and Gifts

In connection with their role, as per their contract with the Central Bank, Contractors may only accept gifts/business hospitality that are specifically allowed by this Policy. In the absence of a specific provision permitting the acceptance of the gift/business hospitality, the gift/business hospitality cannot be accepted.

In connection with their role with the Central Bank, under no circumstances are Contractors permitted to solicit gifts, directly or indirectly.

Contractors may also not approach any business with which they have contact through their official duties seeking sponsorship or support for themselves or for any individual, club, charitable organisation, association, trade union or other organisation.

For the avoidance of doubt benefits under frequent flier schemes may be retained by individual Contractors in recognition of the fact that official travel is disruptive to personal and family life.

Business Hospitality

In connection with their role within the Central Bank Contractors may receive invitations to attend business hospitality events organised or sponsored by third parties. The only forms of business hospitality that may be accepted by Contractors are the provision of a working meal or invitations to attend educational, knowledge building or networking forums that take place within Ireland² and that relate to an area of expertise relevant to the Central Bank. No other forms of business hospitality (e.g. invitations to sporting or cultural events) may be accepted in connection with their role under the Contract with the Central Bank.

In relation to the acceptance of business hospitality Contractors should also note the following:

- ❓ In situations where an invitation to attend a business hospitality event satisfies the above criteria Contractors should still consider whether acceptance could give rise to a direct or perceived conflict of interest. If this is the case then the invitation should be declined;
- ❓ **Contractors engaged in supervisory activities within regulated entities are not permitted to avail of any form of business hospitality;**
- ❓ On every occasion when business hospitality is accepted Contractors should inform Central Bank divisional management who will update their Register of Gifts and Business Hospitality accordingly;
- ❓ Reimbursement or payment of accommodation and/or travel expenses relating to business hospitality should not be accepted;
- ❓ In exceptional circumstances it may not be practical to refuse a form of business hospitality. In such circumstances, and where feasible, Contractors should seek to pay for the hospitality being offered or request an invoice and personal reimbursement may be processed thereafter through the Central Bank reimbursement processes.

If Contractors have any doubts as to whether an event they are attending constitutes business hospitality and is subject to the restrictions imposed by this Policy they should inform their Vendor Contract Manager.

² Contractors travelling abroad as part of their role (ECB, ESMA, etc.) may participate in business hospitality events during these trips, provided that the requirements of this Policy are met.

Corporate Procurement Policy

The Policy covers the procurement of all works, goods and services by the Central Bank.

The Central Bank operates a centralised procurement model operated by a designated Procurement Function.

The Procurement Sourcing Team (“Sourcing”) is the only group authorised to run public procurement competitions on behalf of the Central Bank for Contracts with an Estimated Contract Value (“ECV”) of €10,000 or more and they will determine the most appropriate applicable procedure for the requirement.

The procurement of legal services is governed by a separate policy.

In advance of engaging with a potential supplier, and irrespective of the value of the Contract, Contractors must contact Procurement in all cases to confirm the appropriate process before any contact is made with any Vendor.

- Contracts with an ECV of up to €10,000: contact Procurement Operations at procurementoperations@centralbank.ie
- Contracts with an ECV of €10,000 or more: log a Procurement Engagement Form (“PEF”) with Sourcing.
- 🔗 ECV should be determined by reference to Table B in the Corporate Procurement Policy³. The business owner is responsible in each case for estimating Contract value. Procurement will assist with this process as required.

³ Available on request from Procurement Section, or Central Bank Web Site ([CBI-Procurement-Policy](#))

Conflicts of Interest - Guidance Notes

The purpose of this guidance is to provide information to Contractors on situations in which conflicts of interest can arise, the measures that the Central Bank has in place to deal with such situations and the steps Contractors should take if they become aware of a conflict of interest. Given the very broad range of circumstances under which a conflict of interest can arise, it is important to note that this guidance note is explanatory in nature and should not be treated as definitive by Contractors. If Contractors have any queries or concerns in relation to conflicts of interest they should speak to their line manager, liaise with the Central Bank's Compliance Function, the Ethics Officer or Vendor Manager.

What is a conflict of interest?

In general terms we can distinguish between actual and perceived conflicts of interest.

An actual conflict of interest arises when personal, commercial or political associations or interests inappropriately affect our judgement when performing our duties.

A perceived conflict of interest arises when an objective outsider concludes that personal, commercial or political associations or interests has the potential to inappropriately affect our judgement when performing our duties.

Previous employment positions

A Contractor may have a conflict of interest arising from employments they held prior to joining the Central Bank. A Contractor should disclose any actual or potential conflict of interest arising from previous employment positions so the Bank can assess how the conflict may be addressed.

Financial Interests.

A Contractor's personal financial interests must not influence or be perceived to influence them in carrying out their role in the Bank. If a Contractor's financial assets or liabilities create an actual or perceived conflict of interest then they must disclose it.

Personal relationships

Personal relationships often present difficult conflict of interest issues. When considering conflicts of interest presented by personal relationships, both the formal legal or family link and the informal, "facts on the ground" relationship between the Contractor and the person concerned must be considered. For example a person will have a strong formal link to their sibling but in practice their relationship might be quite distant. Conversely a person will have a relatively weak formal link to a distant cousin but in practice their relationship might be quite close.

In accordance with the Contract the Central Bank relies on Contractors to make it aware of any actual or potential conflict of interests. The Central Bank will decide what actions, if any, need to be taken to manage a conflict of interest. It is often difficult to consider objectively what impact your personal relationships may have on your own decisions so Contractors are encouraged to consult with their Vendor Managers.

Gifts & Hospitality

The receipt of gifts and hospitality from a third party by a Contractor creates an obvious conflict of interest implication. It can legitimately be questioned whether any decisions made by that Contractor relating to that third party are influenced by the gifts or hospitality that have been received. In order to mitigate this risk the Central Bank has implemented a specific Policy on Receipt of Business Hospitality and Gifts. All Contractors should adhere strictly to the requirements of this [policy](#).

Procurement

As a public body, the Central Bank has obligations under Irish and European procurement law when it is engaging with third parties for the supply of goods, works and services. Procurement processes can give rise to actual and perceived conflicts of interest, which should be explicitly avoided in all circumstances. Failure to comply with these obligations creates legal and financial risk for the Central Bank. In order to mitigate these risks the Central Bank has implemented a specific Corporate Procurement Policy which all Contractors must adhere to. Please contact ProcurementOperations@centralbank.ie for a full copy of the Corporate Procurement Policy.

Trading Rules

Contractors are required to abstain from being a party to any economic or financial transactions that may hinder their independence and impartiality and should avoid any situation liable to give rise to a conflict of interest.

Contractors are required to consider whether any financial asset held by them may give rise to an actual or potential conflict of interest and disclose this to the Central Bank at the outset, so that the Central Bank could consider whether a conflict exists and if so, what form of mitigation measures (if any) should be put in place

Contractors should consult with their Vendor Managers if they require additional information.

Fraud Risk Management Policy

Purpose of Fraud Policy

The Central Bank's *Fraud Policy* sets out the responsibility of Contractors in relation to reporting of fraud or suspected fraud within the Central Bank.⁴ Though there is some overlap between this policy and the [Internal Whistleblowing Policy](#), it is important to note that the reporting of fraud is **mandatory**. However, a fraud and/or a suspected fraud can also be reported under the [Internal Whistleblowing Policy](#),

The *Fraud Policy* applies to any irregularity, or suspected irregularity, that may be identified by Contractors.

The Bank will take appropriate measures to investigate fraud incidents when they arise and will treat involvement in fraud with the utmost seriousness.

Reporting a Suspected Fraud

If there are any suspicions they should be raised immediately to a dedicated email address fraudmanagement@centralbank.ie, which is hosted by the Internal Audit Division

Reporting fraud according to the following procedure is mandatory for any Contractor who suspects that a fraud has occurred. Persons who cover up, obstruct, or fail to report (or monitor) a fraud that they become aware of, or ought to have been aware of, may breach the Law. Great care must be taken in dealing with suspected dishonest or fraudulent activities to avoid:

- ☒ Alerting suspected individuals to an investigation underway;
- ☒ Treating the person unfairly; and
- ☒ Making statements that could lead to claims of false accusations or other reasonable suspected activity.

Details of the suspected activity should not be discussed with anyone inside or outside the Central Bank, unless for the purpose of reporting suspected fraudulent activity to your employer or a Central Bank representative, or unless the Central Bank's investigating team specifically directs otherwise.

In particular, the matter should not be discussed with the individual suspected of fraud.

It may be reported to Garda Síochána and any other relevant State authorities.

3. Categories of Fraud

For the purposes of this Policy, fraud *may be any practice which results in a perpetrator, acting either individually or in collusion with others, dishonestly obtaining a benefit (financial or otherwise), or causing a loss to the Bank, by deliberate subversion of controls, deception or by other means.*

Fraud could include carelessness, accident, or error; it requires an element of intent. In the context of this Policy, the definition of fraud covers both actual and attempted fraud. Box 1 outlines a non-exhaustive list of fraud incidents which fall within the definition of fraud.

Box 1: Examples of Fraud Incidents

- Theft or misappropriation of assets owned or managed by the Bank
- Accounting fraud (e.g. false invoices, misappropriation)
- Causing a loss or avoiding and/or creating a liability by deceit
- Providing false or misleading information intentionally for personal gain or failing to provide information where there is an obligation to do so
- Making or using false, forged or falsified documents
- Wrongfully using information or intellectual property, including the sale or use of confidential market or counterparty sensitive information
- Corrupt conduct, including payment of, or soliciting for, bribes or secret commissions using your position at the Bank to benefit yourself, friends, relatives, or associates
- Procurement fraud, such as breaching public procurement rules with intent to defraud the Bank
- Blackmail or extortion
- Wilful negligence intended to cause damage to the material interest of the Bank
- A dishonourable or reckless or deliberate act against the interests of the Bank
- Unauthorised use of or access to information technology
- Charging the Bank for goods or services that are for personal use, or paying for goods or services intentionally that have not been provided or delivered
- Misuse of assets, equipment or facilities (e.g. computers or portable items)
- Claiming for expenses not actually incurred during the proper course of employment

As is clear from the list above, the benefits derived from fraudulent activities can be tangible or intangible in nature and could be obtained by a third party rather than, or in addition to, the perpetrator of the fraud. A fraud could also be committed by a member of staff, Contractors, consultants or visitors. It can be committed on Bank premises or away from the normal work environment, and during or outside normal office hours.

For the purposes of risk management four high level categories of fraud can be specified namely:

- **Misappropriation of Assets** – External and internal schemes, such as embezzlement, payroll fraud and theft. Examples can include incorrect processing of a transaction and rerouting of funds for personal use.
- **Fraudulent Financial Reporting or Fraudulent Statements** – Most schemes involve improper revenue recognition, and overstatement of assets or understatement of liabilities. Examples can include incorrect processing and/or reporting of a transaction, improper disclosure or nondisclosure of information, manipulating accruals, collusion and management override of controls.
- **Expenditures and Liabilities for Improper Purposes** – Bribery as well as other improper payment schemes using corporate credit cards, travel expenses, accounts payable, etc.
- **Fraudulently Obtained Revenue and Assets, and Costs and Expenses Avoided** – This category refers to schemes carried out by third parties in addition to where an entity improperly avoids an expense as well as the acceptance of bribes for the performance of certain duties. Some examples can include unnecessary travel, falsifying annual leave records, use of personal vehicles or missing or falsified payments to revenue.

Responsibility for the Prevention and Detection of Fraud

All Contractors have a duty to guard against fraud. Contractors are expected to notify local divisional management or email fraudmanagement@centralbank.ie if they identify processes and procedures that may be vulnerable to fraud.

⁴ It does not set out the Central Bank's responsibilities in relation to the prevention, detection and reporting of fraud or suspected fraud within financial service providers that are regulated by the Central Bank.

Internal Whistleblowing Policy

1. Introduction

The Central Bank of Ireland is committed to the principle of public accountability and to developing a culture where it is safe and acceptable for all its Contractors to raise their concerns about what is happening at work if they have a reasonable belief of wrongdoing.

Contractors have an important role in identifying and reporting concerns about wrongdoing which has come to their attention through their involvement with the Central Bank. The Central Bank will investigate concerns expressed by Contractors relating to perceived wrongdoing in the Central Bank.

For the purposes of the policy, the term 'Contractor' includes workers as defined under the [Protected Disclosures Act 2014](#).

2. Objective

This policy is intended to provide a safe and secure mechanism for Contractors who may wish to report any concerns that they may have about perceived wrongdoing (including suspected fraud) in, or connected with, the Central Bank.

This policy relates to every instance where Contractors/former Contractors of the Central Bank, and other individuals who work or have worked within the Central Bank become aware that wrongdoing has occurred, is occurring or is likely to occur in the Central Bank.

Certain disclosures made under this policy will constitute 'protected disclosures' for the purposes of the [Protected Disclosures Act 2014](#).

The Policy aims to:

- Encourage Contractors to feel confident in raising concerns and to question and act upon such concerns;
- Provide avenues for Contractors to raise those concerns and receive feedback, as appropriate;
- Ensure that Contractors receive a response to their concerns, as appropriate;
- Reassure Contractors that they will be protected from possible penalisation in accordance with the Protected Disclosures Act 2014.

3. Policy Details

The following matters are examples of 'wrongdoings' for the purposes of the Confidential Disclosures ('Whistleblowing') Policy:

- That an offence has been, is being or is likely to be committed;
- That a person is failing to comply with a legal obligation;
- That a miscarriage of justice has occurred;
- That the health and safety of an individual is being endangered;
- That the environment is being damaged;
- That an unlawful or improper use of public funds has occurred;
- That an act or omission on behalf of a public body (including the Central Bank) is oppressive, discriminatory, grossly negligent or constitutes gross mismanagement;
- That information tending to show any matter relating to the above is/was concealed or destroyed.

This list is not exhaustive; in addition to the matters listed (above), there will be many other areas of concern which may be raised in line with this policy.

Any concern raised by a Contractor will be treated seriously, assessed on its merits and appropriately investigated. Feedback will be provided to the individual on the outcome of any investigation, subject to legal or investigatory limits and, as appropriate. This process will be agreed on a case-by-case basis as issues such as confidentiality may need to be taken into account.

4. Contractors: making a confidential disclosure

The Central Bank will not tolerate any harassment or victimisation (including informal pressures) of a discloser and will take appropriate action to protect the discloser when they raise a concern. Any evidence that a Contractor created difficulties for the discloser due to them raising a genuine concern, or, that an attempt has been made to cover up wrongdoing will be treated as a Contract Management Issue.

5. How to Raise a Concern

A Contractor who is concerned about a perceived wrongdoing should raise their concern in the first instance with their Vendor Contract Manager

If a Contractor does not feel comfortable raising a matter with their Vendor Contractor Manager– due to the nature of the concern, its seriousness, or for some other reason – they can raise it immediately to a dedicated email address internalwhistleblowing@centralbank.ie– which is hosted by the Internal Audit Division.

Contractors should note that a disclosure in breach of Section 33AK of the [Central Bank Act 1942](#) constitutes a criminal offence and disclosure of confidential information externally in breach of the Contract may have civil law consequences.

6. Confidentiality

All Contractors involved in the investigation will be required to maintain confidentiality in relation to the concerns being raised.

Where a Contractor raising a concern has asked the Central Bank not to disclose their identity, the Central Bank will not do so, unless in accordance with the Protected Disclosures Act 2014. Contractors should be aware that there may be times when the Central Bank is unable to resolve a concern without revealing the Contractor's identity; for example, where the Contractor's personal evidence is essential. If so, it will be discussed with the Contractor whether and how the matter can best proceed.

It should be noted that where a Contractor seeks anonymity, it is much more difficult to fully investigate their concerns, and the Central Bank will not be in a position to provide feedback to them.

Contractors should read this document in conjunction with their Contract.

Code of Ethics

The Central Bank's Mission Statement of 'Safeguarding Stability, Protecting Consumers' is at the heart of all that we do. We are committed to being an independent, forthright and influential organisation with a compelling, clear and challenging Vision of being; 'Trusted by the Public, Respected by our Peers and a Fulfilling Workplace for our People'.

The Bank's Code of Ethics (the "Code") defines the standards of ethical conduct we uphold. Adhering to these standards ensures that we deliver on our mandate in a manner that is consistent with our Principles and Priority Behaviours.

1. Standards of Ethical Conduct

The Code, while not aiming to cover every possible scenario, sets out six, key areas where standards of ethical conduct must be adhered to, namely:

- 1 Acting with integrity and prudence
- 2 Treating others with dignity, respect and due care
- 3 Avoiding conflicts of interest
- 4 Protecting confidentiality and avoiding the misuse of information
- 5 Representing the Bank appropriately
- 6 Reporting wrongdoing

All Contractors are, on an on-going basis, required to take all reasonable steps to comply with this Code and the rules referenced herein. If you are, at any time, unsure about the interpretation of the standards and what is expected of you, you should consult your line manager or Vendor Manager.

1.1 Act with integrity and prudence

The Bank performs its statutory duties in a manner that demonstrates its unwavering commitment to integrity, accountability and honesty. Each Contractor has an individual responsibility to protect the Bank's good reputation. Each Contractor is required to refrain from acting in a manner which he or she knows, or suspects, is illegal, improper or dishonest. Contractors are also required, in the conduct of their work, to take all reasonable steps to ensure that the Bank complies with its legal and regulatory obligations.

In recognition of the importance of public accountability, we actively facilitate openness and transparency regarding the way we work. Whilst protecting the right to privacy and actively avoiding the misuse of information, we enable members of the public to access information concerning the work that we do to the greatest extent possible and consistent with the public interest.

1.2 Treat others with dignity, respect and due care

The Bank is committed to maintaining a positive, progressive and fulfilling working environment where everyone is treated equally and respected for their individuality and diversity. The Bank does not tolerate any form of bullying, intimidation or harassment. Contractors are required to comply in full with the [Dignity at Work – Anti-Bullying, Harassment & Sexual Harassment Policy](#).

Employees' health and safety responsibilities are outlined in the Bank's Corporate Safety Statement as well as in the Safety, Health and Welfare at Work Acts. Contractors are expected to exercise reasonable care for their own safety and the safety of others and to report any perceived risk or danger to the relevant division responsible (e.g. Facilities Management or Security).

1.3 Avoid conflicts of interest

The Bank aims to safeguard its impartiality at all times by actively avoiding conflicts of interest. A conflict of interest arises when personal, commercial or political associations or interests inappropriately affect our judgement or actions when performing our duties. Contractors must never use or attempt to use their position in the Bank to obtain any improper benefit for themselves, their family, or others connected to them, and must always seek to avoid not only actual, but also potential or perceived, conflicts.

There are a very wide range of situations that could give rise to actual, potential or perceived conflicts of interest. The [Conflicts of Interest Guidance Notes](#) should be referred to for further information.

1.4 Protect confidential information

All Contractors have a duty of confidentiality regarding the work they do and the information they handle and retain. This duty of confidentiality seeks to prevent the unauthorised disclosure and misuse of confidential information in all its forms and to protect the personal data held by the Bank. In general terms, misuse entails deliberately exploiting confidential Bank information for personal use, or advising others, based on such information.

Contractors have an obligation to protect the Central Bank's sensitive and personal data and are reminded that the obligation of confidentiality remains even after the Contract term expires or terminates for any reason in accordance with section 33AK [Central Bank Act 1942](#), Confidentiality Agreement, and the Contract.

Contractors' obligations with regard to privacy and confidentiality of information are governed by law and as referred to in the Contract. Contractors are required to ensure that all confidential information pertaining to the Bank, its functions and operations is treated with absolute confidentiality and to ensure that access to this information is restricted to those who need it for the performance of their duties. To prevent accidental disclosure, Contractors are always expected to keep and transfer confidential documents in a safe manner and not to discuss confidential matters in places where they may be overheard. The requirement to preserve the confidentiality of the Bank's and other non-public information continues indefinitely after a contract with the Bank ends. Contractors must return to the Bank, on termination of their Contract, any property of the Bank which they may have in their control or possession.

Protecting confidential information means protecting the integrity and availability of information and the underlying processes, facilities and IT systems used to manage that information. Contractors must ensure that they comply with the relevant information security policies to ensure that access to information is restricted to those who need it for the performance of their duties. Any information that may be considered confidential or commercially sensitive, including information (commercial or personal) that could be used to gain unauthorised access to the Bank's information or premises, should not be shared under any circumstances.

Where you have any queries or concerns of an information security nature, these should be referred to the Information Security Officer. If you are in any doubt about whether you can share information, ask your line manager.

Contractors should note that a disclosure in breach of Section 33AK of the [Central Bank Act 1942](#) constitutes a criminal offence and disclosure of confidential information externally in breach of the Contract may have civil law consequences.

1.5 Represent the Bank appropriately

All Contractors should be aware that the reputation of the Bank can be affected by the conduct of its Contractors. Courtesy, consideration and professionalism are expected from all Contractors.

Personal views expressed by Contractors on social media or any other public forum should not be linked in any way to the Bank. Contractors should only engage in public debate (e.g. letter writing to newspapers, contributions to TV or radio programmes, etc.) in a personal capacity and in such a manner that does not in any way link their personal views with the Bank.

Media related queries received in the course of Contractors' work should be immediately referred to the Press Office and requests for information received from members of the public should be referred to the Public Contacts Unit.

1.6 Report wrongdoing

The Bank is committed to encouraging and protecting Contractors who raise concerns about breaches of this Code or the rules it references. All Contractors have an obligation to report concerns of suspected or confirmed wrongdoing whether these have already occurred, continue to occur, or may occur in the future. The [Internal Whistleblowing Policy](#) outlines a safe and confidential process for members of employees to raise concerns.

Addictions and Substance Abuse Policy

Addiction and substance abuse are not confined to the use of illegal drugs but also includes the incorrect use of legal drugs, such as alcohol and prescribed medicines, and gambling. As per the Safety, Health and Welfare at Work Act 2005, 'Intoxicants' are defined as including drugs or alcohol, or a combination of both. The Central Bank does not permit the possession, or use, of any intoxicant on Central Bank property.

The objective of this policy is to avoid the adverse effects of alcohol and drugs (collectively known as intoxicants), and addiction, and to protect the health and safety of all. Misuse of alcohol or drugs will impair the ability of Contractors to perform their duties effectively and safely, and may endanger their co-workers, the public, and Central Bank property.

Contractors have an individual responsibility to ensure that they are not under the influence of alcohol or drugs while at work. [The Safety, Health and Welfare at Work Act 2005](#) imposes a duty on all Contractors to ensure that they are not under the influence of an intoxicant to the extent that they are a danger to themselves or others.

Addiction and substance abuse, while at work or elsewhere, can seriously endanger the safety of everyone, and creates a variety of workplace problems, including decreased productivity, increased absenteeism, increased health care costs and injuries. It is the responsibility of every Contractor whilst at work not be in a state of intoxication.

The Central Bank regards the possession or use of alcohol, and the possession or use of illegal substances in the workplace as a serious breach of this policy. Furthermore, Contractors thought to be under the influence of alcohol, or other illegal substances, may be denied access to, or be asked to leave, Central Bank Premises. Breaches of this policy will be treated as a Contract Management issue.

The Central Bank recognises that Contractors taking drugs as prescribed to them by an attending physician may also present a risk to themselves and others, depending not only on their state of health, the nature of the drugs prescribed and their effect, but also on the type of work activity in which they are engaged. Contractors taking prescribed drugs should, with primary regard being given to their physician's advice, establish if these drugs may adversely affect their work and safety. If this is the case, they should inform the Vendor Contract manager. All prescription drugs brought on site must be kept in their original container. It should be noted that the Central Bank will treat any medical information in strict confidence.

In summation, in order to achieve the objective of this policy the Central Bank does not permit the possession, or use, of any intoxicant on Central Bank property.

Public Sector Equality and Human Rights Duty

9. Introduction

The Irish Human Rights and Equality Commission Act 2014 establishes a Public Sector Human Rights and Equality Duty, which requires public bodies, in the performance of their functions, to have regard to the need to:

- Eliminate discrimination
- Promote equality of opportunity and treatment of its staff and those they provide services to
- Protect the human rights of its members, staff and those they provide services to

The Central Bank is fully committed to promoting equality of opportunity and protecting the human rights of our staff and those to whom we provide services.

10. Objective

The Central Bank expects Contractors will at all times have regard to the need to eliminate discrimination, promote equality of opportunity and protect human rights¹, including when providing services, goods or works to the Central Bank and when present on Central Bank Premises.

11. Scope

The responsibility to ensure that equality and human rights obligations are met applies to Contractors at all times, whether on the Central Bank Premises or off-site, both in the workplace and at work-associated events such as meetings, at conferences and at work related-social occasions.

¹ As defined by section 29 of the Irish Human Rights and Equality Commission Act 2014.

Dignity at Work Policy

Anti-Bullying, Harassment & Sexual Harassment Policy

Policy Statement

The Central Bank of Ireland is committed to creating an environment that proactively promotes dignity at work. All people on the Central Bank's Premises have the right to work in an environment that is free from any form of bullying, harassment sexual harassment or any other inappropriate behaviour that could reasonably be regarded as an affront to a person's dignity in the workplace

Contractors who experience any of the above behaviours should report it to their Vendor Contract Manager.

It is vital to remember that it is the impact of the conduct on the recipient and not the intent of the offender that determines whether the behaviour is unacceptable.

If a Contractor is found to have engaged in bullying, harassment, inappropriate behaviour or sexual harassment the matter may be dealt with under the contract management process.

1. Introduction

The Central Bank is fully committed to the principles espoused in the **Dignity at Work Charter**⁸ which is displayed throughout the workplace on our Health and Safety Noticeboards

2. Objective

The Central Bank expects that all Contractors will conduct themselves with normal standards of courtesy and consideration in the workplace, at work related events, and when doing business on behalf of the organisation.

Bullying, harassment and sexual harassment are behaviours that contravene this expectation and they will not be tolerated at any level in this organisation. It is the responsibility of all our Contractors to ensure that the workplace is free from any such incidents and any related behaviours, if they occur.

3. Scope

This policy applies to Contractors both in the workplace and at work associated events such as meetings, conferences and work related social occasions, whether on the Central Bank Premises or off site.

The policy applies to bullying/inappropriate behaviour, harassment or sexual harassment not only by fellow Contractors but also by an employee, client, supplier or other business contact with whom and Contractor might reasonably expect to come into contact with, in the course of their involvement with the Central Bank.

⁸ Published by the **Health and Safety Authority** and endorsed by Ibec, ICTU and CIF

4. Definitions of Bullying, Harassment and Sexual Harassment

A. Bullying

*“Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual’s right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a once off incident is not considered to be bullying”*⁹.

Bullying is more than a single occasion and can include conduct offensive to a reasonable person, for example; oral or written slurs, physical contact, gestures, jokes, displaying pictures, flags/emblems, graffiti or other material that state/imply prejudicial attitudes that are offensive to fellow Contractors.

B. Harassment

Harassment is defined as “any form of conduct or behaviour(s)¹⁰, which is unwanted, unwelcome, and is intimidating, offensive, hostile or degrading to the recipient and which has the purpose or effect of violating a person’s dignity on any one of the following nine grounds¹¹:

Gender

Civil Status

Family Status

Sexual Orientation

Religion

Disability

Age

Race (including a person’s race, colour, nationality or ethnic or national origins) Membership of the Traveller

Community

C. Other forms of inappropriate behaviour

While other forms of inappropriate behaviour may not amount to bullying or harassment under the above definitions they are also not condoned or tolerated by the Central Bank. For example, an isolated incident that is an affront to dignity may not be bullying, but it may be inappropriate behaviour. Similarly, harassment on a ground that is not one of the nine grounds referenced above may not be covered by that definition, but it is unacceptable.

⁹ Source: Task Force Report on the Prevention of Bullying and the Safety, Health and Welfare at Work Act

¹⁰ An *isolated incident* can amount to harassment

¹¹ Source: Employment Equality Acts

Examples of Bullying/Inappropriate Behaviour/Harassment may include (but are not limited to):**Physical:**

- ☒ Unwanted physical contact;
- ☒ Assault;
- ☒ Interference with personal property or work area; and
- ☒ Shoving or jostling.

Verbal:

- ☒ Insults and name calling;
- ☒ Shouting and aggressive behaviour;
- ☒ Using a person as a constant butt of jokes;
- ☒ Derogatory or offensive nicknames;
- ☒ Sneering or public humiliation;
- ☒ Slandering or maligning a fellow Contractors or Central Bank employees by the manipulation of their reputation by gossip, rumour and ridicule;
- ☒ Persistent unwarranted criticism;
- Inappropriately finding fault with a person's work and using this as an excuse to humiliate them instead of trying to improve performance;
- ☒ Limiting or preventing communication; and
- ☒ Use of obscene language.

Non Verbal:

- ☒ Social exclusion, isolation or non-co-operation at work;
- ☒ Unreasonable scrutiny or surveillance;
- ☒ Deliberate withholding of recognition for work done well;
 - Deliberately blocking another colleague's development;
- ☒ Showing hostility through sustained unfriendly contact or exclusion;
- ☒ Unfair delegation of duties;
 - Reducing a job to routine tasks well below the person's skills and capabilities without prior discussion or explanation;
- ☒ Offensive gestures; and
- ☒ Staring or aggressive facial expressions.

D. Sexual Harassment

Sexual harassment is any form of verbal, non-verbal or physical conduct of a sexual nature that has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person. This includes same-sex sexual harassment. The unwanted conduct may consist of acts, requests, spoken words, gestures, or the production, display or circulation of written words, pictures or other material.

Many forms of behaviour can constitute sexual harassment. Examples include:

- **Physical conduct of a sexual nature** - such as unwanted physical contact, unnecessary touching, patting, pinching, or brushing against the body of another Contractor or Central Bank employee and sexual assault.
- ☒ **Verbal conduct of a sexual nature** - includes unwelcome sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the work place after it has been made clear that such suggestions are unwelcome, unwanted or offensive flirtations, suggestive remarks, innuendos or lewd comments.
- ☒ **Non-verbal conduct of a sexual nature** - this may include the display of pornographic or sexually suggestive pictures, objects, written materials, emails, text-messages or faxes. It may also include leering, whistling or making sexually suggestive gestures.

Key points:

Investigations into bullying/inappropriate behaviour, harassment and sexual harassment will consider the impact of the behaviours on the recipient.

In non-physical forms of bullying, the determining factor is the **repeated and persistent** nature of the unwanted and offensive behaviour against an individual or group.

It is important when making a complaint that Contractors or Central Bank employees distinguish bullying/harassment from (a) the normal management function of and behaviour (including supervision of work and performance related discussions) and (b) normal acceptable interaction in the workplace.

Examples of what is not Bullying or Harassment:

- ☒ An isolated incident of inappropriate behaviour may be an affront to dignity at work but, as a once-off incident, is not considered to be bullying, e.g., a once off bout of anger or a conflict of views.
- Fair and constructive criticism of a Contractor's or Central Bank employee's performance, conduct or attendance.
- ☒ Reasonable and essential discipline arising from the appropriate management of the performance of a Contractor or Central Bank employees at work.
- ☒ Actions taken which can be justified as regards the safety, health and welfare of Contractors.
- ☒ Legitimate and reasonable management responses to crisis situations which require immediate action.
- ☒ Complaints relating to:
 - i. reasonable instructions issued by a manager;
 - ii. assignment of normal duties; and/or
 - iii. Terms and conditions of Contract.

Contractors

Where complaints against any persons are the subject of a formal investigation the respondent will be expected to co-operate fully with the process and will be afforded fair procedures and an opportunity to respond fully to the complaint. If the complaint is upheld, the Central Bank will pursue the matter as a Contract Management Issue.

Child Protection Policy

The Central Bank is fully committed to safeguarding the wellbeing of all children with whom we engage in a limited capacity as part of Central Bank business.

The Central Bank is committed to promoting the rights of the child including the participation of children in matters that affect them.

Reporting Procedures and Responsibilities

The reporting procedure for dealing with disclosures, concerns or allegations of child abuse is outlined in the following steps;

- ☑ Any Contractor who has received a disclosure of child abuse, or who has reasonable concerns of abuse, should bring it to the attention of the Vendor Manager.
- ☑ The Central Bank will assess and review the information that has been provided. The designated liaison may contact Tusla on a no-name basis for informal advice relating to the allegation, concern or disclosure.
- ☑ After consulting with Tusla, the Central Bank will then take one of two actions;
 - i. Report the allegation, concern or disclosure to Tusla. The Central Bank will always inform Tusla if reasonable grounds for concern exist, or;
 - ii. Not make a formal report to Tusla, but keep a record of the concerns on file. Any actions taken because of a concern should be recorded. The reasons for not reporting the allegation, concern or disclosure will also be clearly recorded.
- ☑ The Contractor who made the initial report will be given a clear written explanation of the reasons why the concern is not being reported to Tusla. It is then open to them to make a formal report, directly to the relevant authority, if they feel this is necessary.

If there is a concern for the safety of a child, then a report should be made directly to An Garda Síochána.

Library Copyright Policy

Overview

The Library provides access to information from a wide range of hard copy and electronic sources including books, newspapers, databases and journals. The Library is circulating the following policy to clarify Contractors obligations when using these resources. The scope of the policy is purely limited to the use of the library's resources (books, periodicals, research databases, etc.) as this is a library, rather than an organisational, copyright policy.

Library Copyright Policy

The Copyright and Related Rights Act 2000 to 2007 ("CRRRA") regulates Copyright Law in Ireland. The infringement of copyright includes making and/or using illegal copies of works, or using original works in unauthorised ways. The CRRRA does permit copies to be made in the following circumstances:

- The owner of the copyright is the person copying the work
- Copyright has expired
- Permission has been given by the owner of the copyright
- Use of the work is permitted by a licence
- Copying is permitted by one of the 2000 Act exemptions - research or private study (or criticism/review or reporting current events), provided it does not prejudice the rights of the copyright owner.

Section 50 of the CRRRA refers to "fair dealing" in the context of research or private study. The Act states that it must be for "a purpose and to an extent which will not unreasonably prejudice the interests of the owner of the copyright".

While a "reasonable" amount of a book can be copied under "fair dealing", the Act doesn't specify what a "reasonable" amount is, although a chapter is sometimes considered to be a "reasonable" amount. In the case of periodicals/journals, a "reasonable" amount has been interpreted as 10 per cent of the volume of a periodical, or no more articles from a volume than the number of issues that comprise that volume, whichever is the greater.

Electronic Subscriptions

Most subscriptions managed by the Library are now available electronically. Generally, the use of electronic resources is governed by the terms and conditions of their licence, which may not be governed by Irish law, in which case reliance cannot necessarily be placed on the exemptions in the CRRRA.

Where there are specific terms and conditions relating to permitted usage, users may be required to agree to these terms and conditions before being granted an individual login. Where the Library becomes aware of specific restrictions on permitted usage beyond the usual limits, users should be notified of these restrictions.

Contractors should create links to copyrighted electronic materials rather than uploading them to the intranet or a common drive, unless permission has been obtained from the copyright owner or the licence specifically permits uploading items to an intranet.

In most cases, it is usual for licences to grant users the right to:

- Search and retrieve items
- Download and/or print individual items for personal use for teaching, learning and research.

While, in most cases, the licence will not grant users the right to:

- Download a substantial part of a database or the entire publication contents (e.g. an entire issue of a journal)
- Make multiple copies of items that have been printed out or downloaded
- Distribute copies or upload copies to a common or shared drive
- Remove copyright statements or proprietary markings
- Use the resources for commercial purposes.

Please remember that Contractors have a responsibility to ensure that they comply with copyright law when making copies and remain within the permitted usage terms where same are set out in licence terms and conditions. Even when copies have been made in accordance with copyright law, it is good practice to expressly acknowledge the copyright in such material.

If you have any queries relating to permitted uses of library resources, please contact Donal McSweeney (Ext. 6323) or the Library Team.

Disclaimer:

This policy applies to the use of library resources and other such research materials by Contractors. It does not apply to the use of copyright works by the Bank for the purposes of discharging its statutory functions. Such uses by the Bank may benefit from an exemption in Section 76(1) of the CRRRA which provides that:

“Where the undertaking of a particular act is specifically authorised by an enactment then, unless the enactment provides otherwise, the undertaking of that act shall not infringe the copyright in a work”

This will exempt activity such as authorised officers of the Bank copying documents in the course of a statutory inspection of a Regulated Financial Service Provider. It won't exempt activity such as a Contractor copying significant portions of a textbook for use in their day-to-day work or to assist them in a course of study.

Information Security Policy Framework

The Central Bank is committed to safeguarding the confidentiality, integrity and availability of all physical and electronic information assets of the institution to ensure that regulatory, operational and contractual requirements are fulfilled.

Contractors must be aware, when provided with access to Central Bank data or when accessing Central Bank systems, of their compliance obligations under the Central Bank's Information Security Policy Framework, together with the relevant information security provisions in the contract.

The Policy Framework is published on the Central Bank's Intranet or you can contact your line manager for more information on the Framework.

Any questions in respect of information security should be raised with the Central Bank's Information Security team at information.security@centralbank.ie



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