**Policy Name: Best Practice Relations**

**[Author]:**

**[Date]:**

**Approved by:**

**[insert name Local Optical Committee]:**

### Best Practice Relations

[insert name Local Optical Committee ‘the LOC’] has agreed the following ten-point guide to Best Practice Relations  

1. The LOC will maintain a welcoming environment to all local contractors and performers regardless of optical professional discipline or employer.
2. Following the completion of Conflict of Interest forms (Annex xxx), the LOC will not assume any individual vested interests or hidden agendas of any individuals. The LOC will follow its Conflict of Interest Guidance (page xxx).
3. If undeclared Conflicts of Interest are reasonably suspected, the LOC will allow the fullest possible opportunity for explanation.
4. Open discussion is essential to the successful running of the LOC. It is understood that discussion will sometimes lead to disagreement, which is normal. Where disagreements arise, these will be restricted to organisational matters only and never become personal, lead to abuse, bullying or any other behaviour that may be deemed intimidating.

1. It is recognised that different people have different perceptions and tolerances of conflict. Raised voices and hostile language should be avoided.
2. When working with local or national bodies, the LOC will recognise that all support is provided with the best intentions, and to the best of knowledge and abilities. The LOC is of course free to offer challenge, but this must be free from the negative behaviours outlined in point 4.
3. Where meetings take place remotely, the conduct expected is the same as that expected of a physical meeting. Participants must act professionally at all times and recognise that inappropriate personal conduct may reflect negatively on the LOC or the sector itself.
4. Social media must be used responsibly. Discussions carried out in virtual platforms must be done so professionally and fairly. Bear in mind that any comments made in social media platforms may be seen by people with no LOC or local knowledge. Comments should not be made that would not be made in person, or that could not be defended in formal environments. Individuals should make it absolutely clear whether they are speaking as a representative of the LOC or from a personal perspective.

1. It is accepted that no single individual, regardless of experience and status, is infallible. Opinions must be sought and offered equally.

1. Individuals will act towards others in the same manner they expect others to act towards them.