



## Example Code of Conduct

It is important for Organisation X to ensure that the conduct of all people connected to its work is in keeping with the Organisation's vision, mission, values and aims. The core work of our organisation is to ensure the welfare of children and young people. We are working towards a world in which children and young people can live with dignity, have their basic needs met, their basic rights respected, and have a life of quality. This Code of Conduct will help by providing standards of behaviour to ensure that we behave in accordance with our aims. So, for example, we are committed to behaving in a way that respects the rights of children and young people. It is essential that commitment to the Code is supported and demonstrated by all trustees, members of staff, volunteers and service users.

The aim of this Code of Conduct is to give guidance regarding the standards of behaviour that are expected. The Code applies to everyone associated with Organisation X and in getting involved with the Organisation all undertake to regulate conduct in line with the requirements of this Code. The Code is designed to set standards for guidance and protection, although a serious breach could result in the end of the relationship with Organisation X. The Code is divided in two parts: standards for all at Organisation X and second, standards for those managing and/or delivering services such as trustees, staff and volunteers.

### Code of Conduct Standards for all at Organisation X:

#### **1. Treat all with respect and dignity and act with sensitivity towards diverse cultures and customs**

It is important to treat all with respect and dignity, including where individuals hold different views from oneself. This means treating people with consideration and valuing all contributions. Treating people with respect means any discussion where there are different views should be done constructively and politely. Inappropriate behaviour that is abusive, violent, rude or a put down, will not be tolerated.

It is important that all understand the value of diverse cultures and not accept one culture as the norm. Be open to customs and cultures that are different from your own. Guard against stereotypes or unfounded assumptions. For example, don't assume that people who share a faith have similar beliefs and views. People may share the same faith but have very different views. Value diversity and listen to all as individual human beings who have something to contribute.

#### **2. Respect equalities and human rights, challenge any form of harassment, discrimination, intimidation, exploitation or abuse; when challenging refrain from inappropriate judgement and unnecessary personalisation**

As part of Organisation X mission to challenge inequality and discrimination, it is vital to recognise and respect all peoples' rights and contribute to an environment characterised by integrity and non-discrimination. Inappropriate behaviour is engaging in any form of

humiliating, degrading or exploitative behaviour including jokes or comments that could be regarded as offensive or humiliating by others.

All should use their best endeavour when challenging inappropriate behaviour which discriminates or disregards a human right. You can choose not to challenge directly and instead report behaviours or malpractice at Organisation X, by raising this with the Chief Executive Officer or the staff member running the service. All challenges to someone you feel has behaved inappropriately must be done in accordance with the principles of treating people with respect, and offered in a constructive way with clear, unemotional reasons about why you find this behaviour inappropriate. An example of departing from the standard of behaviour expected would be to personalise the challenge, focussing on the person rather than the behaviour, and using personal abuse.

### **Additional Code of Conduct Standards and Values for Trustees, Staff and Volunteers**

**1. Uphold the integrity and reputation of Organisation X by ensuring that professional and personal conduct is demonstrably consistent with Organisation X's values and standards.**

This means all behaviour should be in accordance with professional standards set by Organisation X. For example, staff and volunteers need to deliver services in a sensitive manner, treating all fairly and well. Inappropriate behaviour will not be accepted. For example, working under the influence of alcohol or other substances or working in an unprofessional way by letting personal interests override the professional standard of the service. All are expected to observe good timekeeping and be reliable, honouring commitments that have been made. All need to respect confidentiality and refrain from harmful gossip.

Do not abuse power relationships and treat all the people you work with in a fair way. Do not avoid people because you are unfamiliar with their diversity identity (or what you think their identity is). Being worried about how to behave or what to say is no excuse. This will just make them feel excluded and isolated. Be respectful and use your common sense, for example, when trying to get to know colleagues at work, don't press them to give details of their personal circumstances if they do not offer this. If you feel it is reasonable to ask a question, for example about faith or culture, or whether something you said or did is acceptable, it is okay to ask your colleague, as long as you do so in a sensitive and respectful manner, showing genuine interest in the answer.

Contribute to the welfare of Organisation X by working as a team, with every staff member taking responsibility for helping or sharing skills and/or information. If your colleagues ask for help, do your best to be prompt and responsive. Trustees need to ensure the group is not dominated by a few, all have equal access to the information they need and that all contributions are welcomed, including those from new members, or those whose circumstances make them less active.

**2. Carry out duties and tasks with honesty and integrity, and conduct private life in a manner that avoids possible conflicts of interest with the work of Organisation X.**

Declare any financial, personal, family (or close intimate relationship) interest in matters of official business which may impact on the work, employment or promotion of Organisation X. Make sure that you disclose any matter of importance, for example, relevant criminal convictions.

The giving and acceptance of gifts may be normal cultural practice, but all should reject monetary gifts or inappropriate gifts which have been offered. For example, it is appropriate to accept a meal provided that meal is at a community event or is not inordinately expensive. Ensure that any gifts accepted are within the limits of reasonable judgements and reported to the line manager, or where appropriate the gifts are handed onto Organisation X. Ensure that any assistance given is appropriate and not provided in return for a service or favour from others. Inappropriate behaviour would be accepting a favour or bribe or offering one.

Carry out tasks, including the handling of money, with transparency and honesty, ensuring that there can be appropriate accounting. In terms of finance, ensure that all actions are according to Organisation X financial procedures. Be responsible with regard to any Organisation X equipment in your care and do not hand these over to others. Ensure proper security of data, guided by Organisation X data protection policy. Ensure proper and appropriate use of the internet, email and phones. Do not initiate or engage in discussions which could lead to damage to the reputation of Organisation X and its work.

**3. Be proactive in protecting the health, safety, security and welfare of all at Organisation X.**

Trustees will need to enable proper oversight of Organisation X through active engagement with reports at meeting, taking part in developing and reviewing policies and ensuring Organisation X complies with relevant legislation. Where needed, trustees and staff agree to undertake and act on appropriate risk assessments, for example, before running an event. Staff will need to ensure that they and any volunteers they work with understand how their work complies with policies such as Organisation X Health and Safety policy, and that they behave in a way to avoid any unnecessary risk to the safety, health and welfare of all at Organisation X. Staff also need to read and understand policies and communicate this to volunteers they supervise, for example the safeguarding policy to ensure any concerns can be treated in a way that is consistent with the organisation's policy.

**4. Take criticism or challenges to behaviour in a constructive way**

If your behaviour is criticised or challenged do not respond immediately with anger, defensiveness, emotion at rejection, or refuse to listen. Listen to what is being said and ask questions if you need to understand the reasons for the criticism or challenge. Take time to reflect on this to see if there is cause to change and if there is do so. Seek advice from the Chief Executive Officer or the Chair (for the CEO). Make sure that you can chart a way that you can change if the criticism/challenge is justified or if you feel, after reflection, that this is not justified that the senior person you consult agrees with you. You will need to act according to Organisation X Anti-Harassment/Anti-Bullying policy and not attempt to bully, harass or victimise the person who criticised or challenged you. Treat justified challenges as an opportunity to learn and develop.