



## CODE OF CONDUCT

### STATEMENT

This Code of Conduct sets out minimum standards of personal and professional conduct for all employees and volunteers of People and Work.

The Code of Conduct applies to all people representing People and Work, including those working voluntarily. It forms a part of the contractual relationship between People and Work and its employees and volunteers. Any conduct contrary to this code will be dealt with in accordance with the disciplinary procedures issued in conjunction with the employee's contract of employment or the volunteer agreement.

### CODE OF CONDUCT

- 1. All employees and volunteers are required to:**
- 1.1 deal fairly and honestly with colleagues, clients and funders and the public at large;
- 1.2 be loyal to, and positively promote, the reputation, integrity and aims of People and Work and its partners and funders, avoiding any act which may bring the company into disrepute or result in the disclosure of confidential information;
- 1.3 act within the law and within any statutory or regulatory codes relevant to the work practices of People and Work and, where relevant, of partner organisations within which the employee is based;
- 1.4 act in accordance with the policies and procedures of People and Work and (where relevant) any partner organisation within which the employee/volunteer is based;
- 1.5 ensure that all health and safety policies and rules are adopted and take reasonable care to ensure their own health and safety at work and that of others with whom they working;

- 1.6 declare any personal interest which might conflict with, or be seen by others to affect, their ability to perform their duties fairly and impartially;
  - 1.7 notify People and Work immediately of any change of circumstances which may prevent them from carrying out, or jeopardise their ability to carry out, the tasks itemised in their job description;
  - 1.8 treat all information relating to projects, studies and individuals they are working with, People and Work and (where relevant) the partner organisation they are based with, as strictly private and confidential;
  - 1.9 work to the same high standards with all people regardless of their age, gender, sexuality, race, disability or religion, respecting their privacy and personal choice of lifestyles, customs, values and spiritual beliefs;
  - 1.10 refuse gifts or money that have been offered as a result of their position with People and Work, unless agreed by their Line Manager
  - 1.11 refuse to discuss or share information given in confidence, except, where appropriate, with colleagues and through confidential project recordings;
  - 1.12 comply with the company's IT security policy and be responsible for the security of all personal and work environments where IT information is processed or stored;
  - 1.13 adhere to following procedures when mobile devices are used for work purposes (privately owned or provided by People and Work). The approval of the IT Manager must be obtained before they may be used. Such devices (e.g. phones, tablets, laptops) must at a minimum:
    - have anti-malware software installed and updated daily
    - have pin, password or other authentication installed
    - have manufacturer-supplied updates applied within 14 days of release
    - be encrypted wherever possible
    - be capable of being remotely tracked and wiped;
  - 1.14 inform the IT Manager or the Director immediately if any device is lost or stolen (the device must be subsequently completely wiped). Anyone breaching any of these requirements may be subject to disciplinary action.
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- 2. Employees/volunteers are expected to:**
  - 2.1 deal with all enquiries courteously and confidentially;
  - 2.2 be able to explain briefly and clearly the aims of People and Work and the project/work on which they are engaged.

- 3. While working with colleagues, employees/volunteers are:**
- 3.1 personally responsible for their own behaviour, attitudes and working relationships;
  - 3.2 responsible for finding a way of working constructively with colleagues. If he/she is finding this difficult they have a responsibility to take action to seek help;
  - 3.3 responsible for treating all colleagues with courtesy, respect and tolerance and a right to receive such treatment themselves;
  - 3.4 responsible for establishing effective communication, which forms the basis of all working relationships. To ensure communications are effective:
    - each employee/volunteer needs to establish for themselves, and agree with colleagues, what they need to know about and what is not relevant to them;
    - employee/volunteers have a responsibility not to divulge information inappropriately;
    - each employee/volunteer has a responsibility to tell colleagues who need to know (e.g. managers, project partners) what they are doing and when;
    - employees/volunteers must always explain to the appropriate colleague/manager if, for any reason, they are unable to do what they said they would do, when they said they would do it;
    - it is each employee/volunteer's responsibility to ensure that they comply with the communication systems developed in the workplace - such as office movement diaries
  - 3.5 required to understand that while it is important to develop a friendly working environment, bantering and making jokes at colleagues' expense should be treated with great care. There is a fine line between friendly bantering and bullying in the workplace. Bullying will not be tolerated, and will lead to disciplinary proceedings.
- 4. If complaining about colleagues, employees/volunteers must:**
- 4.1 have a responsibility to behave appropriately themselves and to refuse to tolerate inappropriate behaviour in the workplace. In the first instance this may involve them challenging the colleague involved and asking him/her to stop the behaviour. If this does not work, or is not felt to be appropriate, the issue should be reported to an appropriate manager.

4.2 note and abide by the following:

- where an employee/volunteer has a concern about a colleague which is related to serious professional misconduct, including dangerous or illegal behaviour, these concerns must always be reported urgently and directly to their line manager;
- under no circumstances is it appropriate to discuss complaints about a colleague with anyone other than that colleague and/or the appropriate line manager
- all complaints about colleagues which cannot be settled informally between employees will be dealt with through People and Work's Grievance Procedure.

**5. If personal issues arise**

5.1 A volunteer or employee may need to make emergency personal calls or receive personal visits to the office base on occasion. These calls or visits should be dealt with as quickly as possible and in private (i.e. in a room away from other colleagues).

**6. Inappropriate behaviour**

6.1 The following types of behaviour are completely unacceptable and may lead to the employee/volunteer being asked to leave the workplace. In this circumstance the employee will be asked to attend a disciplinary meeting with his/her line manager before returning to work and the volunteer may be asked to leave:

- the use of swearing and personal insults about colleagues or members of the public;
- violent physical acts including door-slamming or throwing objects;
- shouting at colleagues or members of the public.

6.2 Physical assaults and threats to colleagues or members of the public will lead to instant suspension and will be treated as gross misconduct.

*(This Code of Conduct should be read in conjunction with People and Work's Human Rights Policy, Equal Opportunities Policy, Child Protection Policy, Vulnerable Adults Policy, Data Protection and Security Policy, Health and Safety Policy, IT Security Policy and Disciplinary and Grievance Procedure.)*