COMPANION CHARTER

PRN-023 COMPANION CHARTER
Company Name: AI Auto Tech Ltd
Trading Name: CAREHOPES
Document Reference: PRN-23
Document Title: Companion Charter
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1. Purpose of the Charter

The Companion Charter is the governing behavioural framework for all Companions, Volunteers, Trainees, Facilitators, Contractors and affiliated personnel working on behalf of CAREHOPES.

This Charter establishes:

- Professional standards
- Ethical conduct requirements
- Safeguarding responsibilities
- Equality, diversity and inclusion expectations
- Confidentiality obligations
- Information governance requirements
- Service user rights and protections
- Health and safety responsibilities
- Volunteer obligations
- Community and social value commitments
- Governance and accountability standards

This Charter operates alongside:

- **PRN-72 Governance and Accountability Policy**
- **PRN-95 Policies Master Category Framework**
- **PRN-96 Policy Compliance and Enforcement**

- **PRN-165 Requests and Approval Governance Policy**

Compliance with this Charter is mandatory.

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2. Core Values of a CAREHOPES Companion

Every Companion must embody the following values.

2.1 Compassion

Treat every individual with kindness, empathy, patience and dignity.

Relevant Policies:

- PRN-27 Compassionate Practice Policy
- PRN-46 Dignity and Respect Policy
- PRN-52 End-of-Life Support and Compassion Policy
- PRN-145 Values and Culture Policy

2.2 Professionalism

Maintain the highest standards of conduct, reliability and service delivery.

Relevant Policies:

- PRN-18 Code of Conduct Policy
- PRN-19 Code of Conduct and Ethical Behaviour Policy
- PRN-20 Code of Ethics
- PRN-26 Companionship Standards Policy
- PRN-41 Definition of Done, Good, Fulfilled, Daily Output and Deliverable Completion
- PRN-103 Professional Appearance and Dress Code Policy
- PRN-105 Professionalism Policy
- PRN-133 Staff Conduct and Behaviour Policy

2.3 Integrity

Act honestly, transparently and ethically at all times.

Relevant Policies:

- PRN-18 Code of Conduct Policy
- PRN-19 Code of Conduct and Ethical Behaviour Policy
- PRN-20 Code of Ethics
- PRN-33 Conflict of Interest Policy
- PRN-67 Fraud Bribery and Corruption Prevention Policy
- PRN-71 Gifts Hospitality and Donations Policy

2.4 Confidentiality

Protect all information entrusted to the organisation.

Relevant Policies:

- PRN-31 Confidential Information Management Policy
- PRN-32 Confidentiality Policy
- PRN-39 Data Processing Statement
- PRN-40 Data Protection and GDPR Policy
- PRN-81 Information Sharing and Confidentiality Procedure
- PRN-109 Records Management and Record Keeping Policy
- PRN-121 Service User Confidentiality and Consent Procedure

2.5 Safeguarding

Safeguarding is everyone's responsibility.

Relevant Policies:

- PRN-3 Adult Safeguarding Policy
- PRN-15 Child Abuse Policy
- PRN-42 Deprivation of Liberty Awareness Policy

- PRN-49 Domestic Abuse Policy
- PRN-63 Financial Safeguarding Policy
- PRN-88 Mental Capacity Act Policy
- PRN-89 Modern Slavery and Human Trafficking Policy
- PRN-99 Prevent Duty Awareness Policy
- PRN-117 Safeguarding Children Policy
- PRN-118 Safeguarding Reporting and Escalation Procedure
- PRN-159 Working with Vulnerable Adults Policy
- PRN-160 Working with Vulnerable Adults Procedure
- PRN-161 Working with Vulnerable Children Policy
- PRN-163 Radicalism, Extremism and Terrorism Organisations Policy

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2.6 Accountability

Take responsibility for conduct, decisions and actions.

Relevant Policies:

- PRN-72 Governance and Accountability Policy
- PRN-96 Policy Compliance and Enforcement
- PRN-165 Requests and Approval Governance Policy

2.7 Equality, Diversity, Inclusion and Accessibility

Respect and value diversity, inclusion and accessibility.

Relevant Policies:

- PRN-1 Accessibility and Inclusive Communication Policy
- PRN-2 Accessibility Statement
- PRN-4 Anti-Harassment and Anti-Discrimination Policy
- PRN-6 Anti-Bullying and Harassment Policy
- PRN-37 Cultural Competence Policy
- PRN-56 Equality Diversity and Inclusion Monitoring Policy

- PRN-57 Equality Diversity and Inclusion Policy
- PRN-58 Equality Impact Assessment
- PRN-59 Equality Impact Assessment Policy and Procedure

2.8 Social Value

Promote community participation and wellbeing.

Relevant Policies:

- PRN-21 Community Engagement and Outreach Policy
- PRN-22 Community Participation Policy
- PRN-86 Loneliness and Social Connection Policy
- PRN-131 Social Isolation Reduction Policy
- PRN-132 Social Value Policy

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3. Professional Conduct Standards

Companions shall conduct themselves professionally at all times.

Relevant Policies:

- PRN-18 Code of Conduct Policy
- PRN-19 Code of Conduct and Ethical Behaviour Policy
- PRN-20 Code of Ethics
- PRN-50 Emotional Intelligence Policy
- PRN-103 Professional Appearance and Dress Code Policy
- PRN-104 Professional Boundaries Policy
- PRN-105 Professionalism Policy
- PRN-133 Staff Conduct and Behaviour Policy

Companions must:

- Treat others respectfully.
- Remain punctual and reliable.
- Avoid bullying and harassment.

- Promote equality and inclusion.
- Maintain professional boundaries.
- Never engage in proxy working.

Additional References:

- PRN-4 Anti-Harassment and Anti-Discrimination Policy
- PRN-6 Anti-Bullying and Harassment Policy
- PRN-106 Proxy Working Policy

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4. Safeguarding Responsibilities

Companions must:

- Recognise signs of abuse.
- Report safeguarding concerns immediately.
- Protect vulnerable adults and children.
- Recognise domestic abuse, financial abuse and neglect.
- Recognise radicalisation risks.
- Understand Mental Capacity Act requirements.
- Follow safeguarding escalation processes.
- Work within approved support plans.

Additional Policies:

- PRN-12 Care and Support Planning Policy
- PRN-14 Check Up on Client Policy
- PRN-34 Consent Documentation Policy
- PRN-122 Service User Consent and Capacity Procedure

Failure to comply with safeguarding responsibilities may constitute gross misconduct.

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5. Service User Rights, Consent and Human Rights

Companions shall uphold:

- Dignity

- Privacy
- Choice
- Independence
- Participation
- Safety
- Informed Consent

Relevant Policies:

- PRN-46 Dignity and Respect Policy
- PRN-88 Mental Capacity Act Policy
- PRN-94 Person-Centred Support Policy
- PRN-120 Service User Assessment Policy
- PRN-121 Service User Confidentiality and Consent Procedure
- PRN-122 Service User Consent and Capacity Procedure
- PRN-123 Service User Engagement Participation and Co-Production Policy
- PRN-124 Service User Involvement Policy
- PRN-125 Service User Outcomes Measurement and Impact Assessment Policy
- PRN-126 Service User Participation and Feedback Policy
- PRN-128 Service User Review and Outcome Monitoring Procedure
- PRN-129 Service User Rights Policy

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6. Health, Safety and Risk Management

Companions must work safely at all times.

Relevant Policies:

- PRN-10 Business Continuity and Emergency Planning Policy
- PRN-11 Business Continuity Testing and Emergency Response Procedure
- PRN-53 Environmental Safety and Home Condition Policy
- PRN-64 Fire Safety Policy
- PRN-65 First Aid Policy

- PRN-75 Health and Safety Policy
- PRN-76 Incident Reporting and Investigation Procedure
- PRN-77 Incident Reporting Policy
- PRN-79 Infection Prevention and Control Policy
- PRN-83 Lone Working and Community Visits Procedure
- PRN-84 Lone Working Policy
- PRN-85 Lone Working Procedure for Volunteers and Employees
- PRN-87 Manual Handling Awareness Policy
- PRN-93 Personal Security Policy
- PRN-116 Risk Assessment Policy
- PRN-134 Staff Safety Policy
- PRN-148 Violence and Aggression Policy
- PRN-157 Working in Pairs and Multi Staff Working Policy

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7. Information Governance, Privacy and Cyber Security

Companions must:

- Protect confidential information.
- Maintain secure records.
- Share information appropriately.
- Follow GDPR requirements.

Relevant Policies:

- PRN-31 Confidential Information Management Policy
- PRN-32 Confidentiality Policy
- PRN-38 Cyber Security Policy
- PRN-39 Data Processing Statement
- PRN-40 Data Protection and GDPR Policy
- PRN-80 Information Governance and Cyber Security Policy
- PRN-81 Information Sharing and Confidentiality Procedure

- PRN-100 Privacy Notice for Clients
- PRN-101 Privacy Policy
- PRN-109 Records Management and Record Keeping Policy

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8. Digital Safety, Devices and Social Media

Companions must use technology responsibly.

Relevant Policies:

- PRN-43 Digital Inclusion Support Policy
- PRN-44 Digital Security and Device Use Policy
- PRN-45 Digital Video Call Facilitation Policy
- PRN-142 Use of Personal and Service Users Gadget Policy
- PRN-143 Use of Phone and Personal Gadget Policy

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9. Service Delivery Standards

Companions must deliver high-quality person-centred support.

Relevant Policies:

- PRN-16 Client Engagement Policy
- PRN-17 Client Interaction and Communication Policy
- PRN-24 Companion Completion Checklist
- PRN-26 Companionship Standards Policy
- PRN-61 Family Engagement Policy
- PRN-90 Overnight Companionship Policy
- PRN-94 Person-Centred Support Policy
- PRN-113 Relationship-Centred Care Policy
- PRN-140 Travel and Holiday Companionship Policy
- PRN-164 Companions Errands Policy

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10. Referral, Partnership and Multi-Agency Working

Relevant Policies:

- PRN-25 Companion Referral Engagement Policy
- PRN-91 Partnership Engagement Policy
- PRN-92 Partnership Working and External Agencies Policy
- PRN-111 Referral Policy
- PRN-127 Service User Referral Assessment and Allocation Procedure
- PRN-158 Working with Other Social Workers and Carers Policy

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11. Financial Integrity and Anti-Fraud

Relevant Policies:

- PRN-5 Anti-Bribery Policy
- PRN-13 Cashless Policy
- PRN-33 Conflict of Interest Policy
- PRN-62 Financial Management and Internal Controls Policy
- PRN-67 Fraud Bribery and Corruption Prevention Policy
- PRN-68 Fraud Prevention and Detection Policy
- PRN-69 Fundraising Donations and Sponsorship Policy
- PRN-71 Gifts Hospitality and Donations Policy

Companions must never:

- Solicit gifts.
- Accept bribes.
- Commit fraud.
- Exploit service users financially.

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12. Complaints and Whistleblowing

Relevant Policies:

- PRN-28 Complaints Policy
- PRN-30 Compliments, Complaints and Feedback Handling Procedure
- PRN-155 Whistleblowing (Protected Disclosure) Policy
- PRN-156 Whistleblowing Policy

Every Companion has a duty to speak up where poor practice, abuse, misconduct or unlawful behaviour is suspected.

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13. Leave, Wellbeing and Workforce Responsibilities

Relevant Policies:

- PRN-51 Employee Wellbeing Policy
- PRN-66 Flexible Working Policy
- PRN-70 General Leave Policy
- PRN-130 Sick Leave Policy
- PRN-154 Wellbeing Monitoring Policy
- PRN-162 Zero Contract Policy

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14. Volunteer Standards

Relevant Policies:

- PRN-147 Volunteer and Service User Matching Procedure
- PRN-149 Volunteer Expenses and Reimbursement Policy
- PRN-150 Volunteer Management Policy
- PRN-151 Volunteer Recognition and Retention Policy
- PRN-152 Volunteer Recruitment Induction and Supervision Procedure

Volunteers are required to comply with the same safeguarding, confidentiality and conduct standards expected of Companions.

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15. Learning, Development and Quality Improvement

Relevant Policies:

- PRN-78 Induction Policy

- PRN-82 Learning and Development Policy
- PRN-102 Probation Policy
- PRN-107 Quality Assurance and Improvement Policy
- PRN-108 Quality Audit and Service Inspection Procedure
- PRN-112 Reflective Practice Policy
- PRN-136 Supervision and Appraisal Policy
- PRN-139 Training Learning and Competency Assessment Procedure

Companions must actively participate in supervision, training, learning and quality improvement activities.

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16. Environmental Sustainability and Social Responsibility

Relevant Policies:

- PRN-54 Environmental Sustainability and Social Responsibility Policy
- PRN-55 Environmental Sustainability Policy
- PRN-132 Social Value Policy

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17. Behaviour During Suspension, Investigation and Disciplinary Processes

Relevant Policies:

- PRN-47 Disciplinary Policy
- PRN-48 Disciplinary Procedures
- PRN-74 Grievance Policy
- PRN-115 Returning to Work After Suspension Policy
- PRN-137 Suspension Policy

Companions must cooperate fully with investigations and maintain confidentiality throughout any process.

Appendix A: Policy Categories and Policy Register

Important Notice to Companions, Volunteers and Staff

All Companions, Volunteers, Employees, Trustees, Contractors and affiliated personnel are responsible for familiarising themselves with all organisational policies, procedures, standards and guidance applicable to their role.

The latest approved versions of all policies are available through the CAREHOPES Policy Library, Website and SharePoint Repository.

Policies may be amended, updated, withdrawn or replaced from time to time. Individuals must ensure they are referring to the latest approved version.

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1. Governance, Leadership & Compliance

Ref	Policy
PRN-7	Board Resolution Policy
PRN-29	Compliance Monitoring
PRN-33	Conflict of Interest Policy
PRN-72	Governance and Accountability Policy
PRN-73	Governance Board and Trustee Responsibilities Policy
PRN-95	Policies Master Category Framework
PRN-96	Policy Compliance & Enforcement
PRN-97	Policy Development Review and Document Control Policy
PRN-98	Policy Review Policy
PRN-141	Trustee Recruitment Appointment and Development Policy
PRN-165	Requests and Approval Governance Policy

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2. Ethics, Values, Conduct & Culture

Ref	Policy
PRN-18	Code of Conduct Policy
PRN-19	Code of Conduct and Ethical Behaviour Policy

PRN-20	Code of Ethics
PRN-27	Compassionate Practice Policy
PRN-46	Dignity and Respect Policy
PRN-50	Emotional Intelligence Policy
PRN-103	Professional Appearance & Dress Code Policy
PRN-104	Professional Boundaries Policy
PRN-105	Professionalism Policy
PRN-106	Proxy Working Policy
PRN-133	Staff Conduct and Behaviour Policy
PRN-145	Values and Culture Policy

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3. Safeguarding, Protection & Human Rights

Ref	**Policy**
PRN-3	Adult Safeguarding Policy
PRN-15	Child Abuse Policy
PRN-42	Deprivation of Liberty Awareness Policy
PRN-49	Domestic Abuse Policy
PRN-63	Financial Safeguarding Policy
PRN-88	Mental Capacity Act Policy
PRN-89	Modern Slavery and Human Trafficking Policy
PRN-99	Prevent Duty Awareness Policy
PRN-117	Safeguarding Children Policy
PRN-118	Safeguarding Reporting and Escalation Procedure
PRN-159	Working with Vulnerable Adults Policy
PRN-160	Working with Vulnerable Adults Procedure
PRN-161	Working with Vulnerable Children Policy
PRN-163	Radicalism, Extremism and Terrorism Organisations Policy

4. Equality, Diversity, Inclusion & Accessibility

Ref	Policy
PRN-1	Accessibility and Inclusive Communication Policy
PRN-2	Accessibility Statement
PRN-4	Anti-Harassment and Anti-Discrimination Policy
PRN-6	Anti-Bullying and Harassment Policy
PRN-37	Cultural Competence Policy
PRN-43	Digital Inclusion Support Policy
PRN-56	Equality Diversity and Inclusion Monitoring Policy
PRN-57	Equality Diversity and Inclusion Policy
PRN-58	Equality Impact Assessment
PRN-59	Equality Impact Assessment Policy and Procedure

5. Human Resources & Workforce Management

Ref	Policy
PRN-47	Disciplinary Policy
PRN-48	Disciplinary Procedures
PRN-51	Employee Wellbeing Policy
PRN-66	Flexible Working Policy
PRN-70	General Leave Policy
PRN-74	Grievance Policy
PRN-78	Induction Policy
PRN-82	Learning and Development Policy
PRN-102	Probation Policy
PRN-110	Recruitment and Selection Policy
PRN-115	Returning to Work After Suspension Policy

PRN-130	Sick Leave Policy
PRN-136	Supervision and Appraisal Policy
PRN-137	Suspension Policy
PRN-139	Training Learning and Competency Assessment Procedure
PRN-154	Wellbeing Monitoring Policy
PRN-162	Zero Contract Policy

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6. Volunteer Management

Ref	**Policy**
PRN-147	Volunteer and Service User Matching Procedure
PRN-149	Volunteer Expenses and Reimbursement Policy
PRN-150	Volunteer Management Policy
PRN-151	Volunteer Recognition and Retention Policy
PRN-152	Volunteer Recruitment Induction and Supervision Procedure

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7. Health, Safety & Risk Management

Ref	**Policy**
PRN-10	Business Continuity and Emergency Planning Policy
PRN-11	Business Continuity Testing and Emergency Response Procedure
PRN-53	Environmental Safety & Home Condition Policy
PRN-64	Fire Safety Policy
PRN-65	First Aid Policy
PRN-75	Health and Safety Policy
PRN-76	Incident Reporting and Investigation Procedure
PRN-77	Incident Reporting Policy
PRN-79	Infection Prevention and Control Policy
PRN-83	Lone Working and Community Visits Procedure

PRN-84	Lone Working Policy
PRN-85	Lone Working Procedure for Volunteers and Employees
PRN-87	Manual Handling Awareness Policy
PRN-93	Personal Security Policy
PRN-116	Risk Assessment Policy
PRN-134	Staff Safety Policy
PRN-146	Vehicle and Transportation Policy
PRN-148	Violence and Aggression Policy
PRN-157	Working in Pairs and Multi Staff Working Policy

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8. Service User Care, Support & Delivery

Ref	**Policy**
PRN-12	Care and Support Planning Policy
PRN-14	Check Up on Client Policy
PRN-16	Client Engagement Policy
PRN-17	Client Interaction & Communication Policy
PRN-22	Community Participation Policy
PRN-34	Consent Documentation Policy
PRN-52	End-of-Life Support and Compassion Policy
PRN-61	Family Engagement Policy
PRN-86	Loneliness and Social Connection Policy
PRN-90	Overnight Companionship Policy
PRN-94	Person-Centred Support Policy
PRN-113	Relationship-Centred Care Policy
PRN-120	Service User Assessment Policy
PRN-123	Service User Engagement Participation and Co-Production Policy
PRN-124	Service User Involvement Policy

PRN-125	Service User Outcomes Measurement and Impact Assessment Policy
PRN-126	Service User Participation and Feedback Policy
PRN-128	Service User Review and Outcome Monitoring Procedure
PRN-129	Service User Rights Policy
PRN-140	Travel & Holiday Companionship Policy
PRN-158	Working with Other Social Workers and Carers Policy
PRN-164	Companions Errands Policy

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9. Service Access, Referrals & Transitions

Ref	Policy
PRN-25	Companion Referral Engagement Policy
PRN-91	Partnership Engagement Policy
PRN-111	Referral Policy
PRN-114	Rescheduling Policy
PRN-119	Service Closure and Exit Procedure
PRN-127	Service User Referral Assessment and Allocation Procedure
PRN-153	Waitlist Policy

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10. Companion Service Standards

Ref	Policy
PRN-23	Companion Charter
PRN-24	Companion Completion Checklist
PRN-26	Companionship Standards Policy
PRN-41	Definition of Done, Good, Fulfilled, Daily Output and Deliverable Completion
PRN-154	Wellbeing Monitoring Policy

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11. Information Governance, Privacy & Cyber Security

Ref	Policy
PRN-31	Confidential Information Management Policy
PRN-32	Confidentiality Policy
PRN-38	Cyber Security Policy
PRN-39	Data Processing Statement
PRN-40	Data Protection and GDPR Policy
PRN-44	Digital Security & Device Use Policy
PRN-45	Digital Video Call Facilitation Policy
PRN-80	Information Governance and Cyber Security Policy
PRN-81	Information Sharing and Confidentiality Procedure
PRN-100	Privacy Notice (For Clients)
PRN-101	Privacy Policy
PRN-109	Records Management and Record Keeping Policy
PRN-121	Service User Confidentiality and Consent Procedure
PRN-122	Service User Consent and Capacity Procedure
PRN-142	Use of Personal and Service Users Gadget Policy
PRN-143	Use of Phone & Personal Gadget Policy

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12. Finance, Fraud & Commercial Controls

Ref	Policy
PRN-5	Anti-Bribery Policy
PRN-13	Cashless Policy
PRN-60	Expenses Policy
PRN-62	Financial Management and Internal Controls Policy
PRN-67	Fraud Bribery and Corruption Prevention Policy
PRN-68	Fraud Prevention and Detection Policy

PRN-69	Fundraising Donations and Sponsorship Policy
PRN-71	Gifts Hospitality and Donations Policy

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13. Complaints, Feedback & Whistleblowing

Ref	Policy
PRN-28	Complaints Policy
PRN-30	Compliments, Complaints and Feedback Handling Procedure
PRN-155	Whistleblowing (Protected Disclosure) Policy
PRN-156	Whistleblowing Policy

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14. Partnerships, Stakeholders & Community Engagement

Ref	Policy
PRN-21	Community Engagement and Outreach Policy
PRN-91	Partnership Engagement Policy
PRN-92	Partnership Working and External Agencies Policy
PRN-131	Social Isolation Reduction Policy
PRN-132	Social Value Policy
PRN-135	Stakeholder Engagement & Communication Policy

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15. Quality Assurance & Continuous Improvement

Ref	Policy
PRN-107	Quality Assurance and Improvement Policy
PRN-108	Quality Audit and Service Inspection Procedure
PRN-112	Reflective Practice Policy

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16. Legal, Contracts & Terms of Service

Ref	Policy

PRN-8	Booking Policy
PRN-9	Breach of Policy, Terms & Conditions Penalties Policy
PRN-35	Contract Cancellation
PRN-36	Contract Cancellation and Refund Policy
PRN-138	Terms of Service
PRN-144	Users Terms and Conditions

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17. Environmental Sustainability

Ref	**Policy**
PRN-54	Environmental Sustainability and Social Responsibility Policy
PRN-55	Environmental Sustainability Policy

The 17 Categories at a Glance

1. Governance, Leadership & Compliance
2. Ethics, Values & Culture
3. Safeguarding, Protection & Human Rights
4. Equality, Diversity, Inclusion & Accessibility
5. Human Resources & Workforce Management
6. Volunteer Management
7. Health, Safety & Risk Management
8. Service User Care, Support & Delivery
9. Service Access, Referrals & Transitions
10. Companion Service Standards
11. Information Governance, Privacy & Cyber Security
12. Finance, Fraud & Commercial Controls
13. Complaints, Feedback & Whistleblowing
14. Partnerships, Stakeholders & Community Engagement
15. Quality Assurance & Continuous Improvement

16. Legal, Contracts & Terms of Service
17. Environmental Sustainability

CEO's Statement

"This structure is professional, scalable, and suitable for our care, companionship, community support, charity, CIC, or regulated social care organisation and for future accreditation if required. It is the responsibility of every companion to read, understand and implement these policies while discharging their duties." From the CEO Modekai 2026

This Charter is binding and enforceable.

18. Companion Declaration

By signing this Charter, I confirm that I:

- Have read and understood this Companion Charter.
- Agree to comply with all applicable organisational policies, procedures and standards.
- Accept my safeguarding, confidentiality and professional responsibilities.
- Understand that breaches of this Charter may result in disciplinary action.
- Commit to maintaining the values and reputation of CAREHOPES.

Your Name: _____

Position: _____

Signature: _____

Date: _____

Organisation Representative: _____

Signature: _____

Date: _____

Companions are advised to sign every page of this document to ensure that they have read it either electronically or by hand. If signing electronically, kindly paste your signature on each page. You must also sign the declaration page.