Code of Ethics

Policy Title: PRN-020: Code of Ethics
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Introduction

The TC Code of Ethics defines the moral, professional, and behavioural standards expected of all companions, volunteers, and staff. It ensures:

- ethical conduct
- safeguarding compliance
- respect for clients
- organisational integrity
- legal alignment
- professionalism

This Code applies to:

- companions
- volunteers
- staff
- group members
- referral partners (behavioural sections)

2. Ethical Principles

2.1. Respect & Dignity

Companions must treat every client with:

- dignity
- respect

- empathy
- cultural sensitivity
- non-judgmental support

2.2. Integrity

Companions must:

- act honestly
- avoid deception
- avoid misrepresentation
- uphold TC's reputation

2.3. Confidentiality

Companions must:

- protect client information
- protect organisational information
- avoid discussing internal matters
- avoid salary or payment rate disclosure
- comply with UK GDPR and Data Protection Act 2018

2.4. Professional Boundaries

Companions must:

- avoid romantic relationships with clients
- avoid private communication
- avoid accepting private payments
- avoid sharing personal contact details

2.5. Safeguarding

Companions must:

- prioritise client safety
- report concerns immediately
- avoid unsafe environments
- follow TC safeguarding procedures

2.6. Accountability

Companions must:

- take responsibility for actions
- follow instructions
- comply with policies
- accept feedback professionally

2.7. Loyalty

Companions must:

- represent TC positively
- avoid damaging TC's reputation
- avoid sharing internal conflicts externally

3. Ethical Prohibitions

Companions must **never**:

- disclose salary or payment rate
- transport clients in private vehicles
- accept private payments
- engage in harassment or discrimination
- breach confidentiality
- misuse client information
- work during sick/maternity/paternity/emergency leave
- misrepresent TC services
- falsify documents
- engage in fraud
- engage in unsafe behaviour

These actions constitute **gross misconduct**.

4. Ethical Communication

Companions must:

- communicate respectfully

- avoid offensive language
- avoid gossip
- avoid discussing internal TC matters
- avoid discussing disciplinary cases
- avoid discussing suspension or investigations

5. Ethical Social Media Use

Companions may:

- promote TC ethically
- share referral codes
- advocate for companionship services

Companions must not:

- share client information
- share confidential TC information
- impersonate TC management
- post inappropriate content
- engage in online conflict

6. Ethical Decision-Making

Companions must:

- consider client wellbeing
- consider safeguarding
- consider organisational impact
- consider legal obligations
- seek guidance when unsure

7. Ethical Responsibility During Leave

Companions must:

- rest during annual leave
- avoid working during protected leave
- avoid accessing confidential information during leave

Working during protected leave is **gross misconduct** and may be a **criminal offence**.

8. Ethical Responsibility During Suspension

Companions must:

- avoid contacting clients
- avoid discussing the case
- avoid accessing confidential information
- avoid posting about the case online

9. Ethical Responsibility Upon Resignation

If a companion resigns during an investigation:

- investigation continues
- findings are documented
- references will be factual only
- safeguarding concerns will be disclosed where legally required

10. Disciplinary Consequences

Ethical breaches may result in:

- warnings
- suspension
- removal from client assignment
- summary dismissal
- safeguarding escalation
- legal referral

11. Amendments

TC may update this Code to reflect:

- legal changes
- safeguarding updates
- governance decisions

12. Declaration

All companions agree to uphold this Code of Ethics as a condition of engagement.