CODE OF CONDUCT POLICY

Policy Title: PRN-018: CODE OF CONDUCT POLICY
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
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1. Purpose

The purpose of this Code of Conduct Policy is to establish the standards of behaviour expected of all employees, volunteers, managers, directors, trustees, contractors, and representatives of the organisation.

As a Non-Accommodation Companionship and Wellbeing Support Service supporting older people and adults with disabilities, the organisation is committed to promoting:

- Professionalism
- Integrity
- Respect
- Accountability
- Compassion
- Trustworthiness
- Safe working practices

This policy supports the delivery of high-quality, person-centred services and helps protect service users, employees, volunteers, and the organisation.

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2. Scope

This policy applies to:

- Employees
- Volunteers
- Managers
- Directors
- Trustees

- Agency workers
- Contractors
- Students and placements

This policy applies during:

- Working hours
- Volunteering activities
- Community activities
- Organisational events
- Training sessions
- Online activities connected to the organisation
- Any occasion where an individual represents the organisation

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3. Policy Statement

The organisation expects all individuals associated with the organisation to behave in a manner that:

- Reflects organisational values.
- Protects the wellbeing of service users.
- Maintains public confidence.
- Promotes dignity and respect.
- Demonstrates honesty and integrity.
- Supports safeguarding responsibilities.
- Complies with organisational policies and procedures.

All individuals are expected to act professionally at all times.

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4. Organisational Values

The organisation's Code of Conduct is underpinned by the following values:

Respect

Treating everyone with dignity, fairness, and consideration.

Compassion

Demonstrating kindness, empathy, and understanding.

Integrity

Acting honestly and ethically.

Accountability

Taking responsibility for actions and decisions.

Inclusion

Promoting equality, diversity, and participation.

Professionalism

Maintaining high standards of conduct and behaviour.

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5. Expected Standards of Behaviour

Employees and volunteers must:

- Behave professionally.
- Treat others with respect.
- Act honestly and responsibly.
- Maintain confidentiality.
- Follow organisational policies.
- Promote safeguarding.
- Work cooperatively with colleagues and volunteers.
- Represent the organisation positively.

Individuals should always consider how their behaviour affects others.

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6. Service User Relationships

Employees and volunteers must:

- Treat service users with dignity and respect.
- Promote independence and choice.
- Maintain professional boundaries.

- Support individuals without discrimination.
- Avoid favouritism.

Employees and volunteers must not:

- Exploit service users.
- Use inappropriate language.
- Form inappropriate relationships.
- Abuse positions of trust.

The welfare of service users must always be the primary consideration.

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7. Professional Boundaries

Professional boundaries help protect everyone involved in service delivery.

Employees and volunteers must:

- Maintain appropriate relationships.
- Avoid conflicts of interest.
- Respect personal and professional limits.
- Seek management advice when unsure.

Employees and volunteers must not:

- Borrow money from service users.
- Lend money to service users.
- Become involved in personal financial matters.
- Accept inappropriate gifts.
- Enter into personal arrangements that could compromise professional judgement.

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8. Safeguarding Responsibilities

All employees and volunteers share responsibility for safeguarding.

Individuals must:

- Remain alert to signs of abuse or neglect.

- Follow safeguarding procedures.
- Report concerns promptly.
- Cooperate with safeguarding investigations.
- Act in the best interests of service users.

Failure to report safeguarding concerns may place individuals at risk.

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9. Equality, Diversity and Inclusion

All individuals must:

- Promote equality and inclusion.
- Respect diversity.
- Challenge discrimination where appropriate.
- Treat everyone fairly.

The organisation will not tolerate:

- Discrimination
- Harassment
- Bullying
- Victimisation
- Hate-related behaviour

Everyone has a responsibility to contribute to an inclusive environment.

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10. Dignity and Respect

Employees and volunteers must:

- Communicate respectfully.
- Listen to others.
- Value individual differences.
- Promote dignity in all interactions.

Individuals must not:

- Humiliate others.

- Use offensive language.
- Behave aggressively.
- Belittle or undermine others.

Respectful behaviour is expected at all times.

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11. Confidentiality

Employees and volunteers must:

- Maintain confidentiality.
- Protect personal information.
- Follow data protection requirements.
- Only share information where authorised or legally required.

Confidential information must not be discussed inappropriately or disclosed without proper authority.

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12. Communication

All communication should be:

- Professional
- Accurate
- Respectful
- Appropriate
- Inclusive

This applies to:

- Face-to-face conversations
- Telephone calls
- Emails
- Text messages
- Online communication
- Social media activity relating to the organisation

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13. Social Media and Online Conduct

Employees and volunteers must use social media responsibly.

Individuals must not:

- Share confidential information.
- Identify service users without authorisation.
- Publish offensive or discriminatory content.
- Damage the reputation of the organisation.
- Present personal views as organisational views without authorisation.

Professional boundaries must be maintained online.

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14. Attendance, Reliability and Responsibility

Employees and volunteers are expected to:

- Be reliable.
- Arrive on time for agreed commitments.
- Notify appropriate persons if unable to attend.
- Fulfil role responsibilities to the best of their ability.

Reliability contributes to service quality and trust.

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15. Health and Safety

Employees and volunteers must:

- Follow health and safety procedures.
- Report hazards.
- Report incidents promptly.
- Participate in risk assessments where required.
- Take reasonable care of themselves and others.

Unsafe behaviour will not be tolerated.

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16. Use of Organisational Resources

Organisational resources should be used responsibly and only for authorised purposes.

Resources may include:

- Equipment
- Vehicles
- Documents
- IT systems
- Mobile devices
- Financial resources

Misuse of organisational resources may lead to disciplinary action.

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17. Gifts, Hospitality and Benefits

Employees and volunteers must follow the Gifts, Hospitality and Donations Policy.

Individuals must not:

- Accept money from service users.
- Seek gifts or rewards.
- Accept inappropriate benefits.
- Allow gifts to influence decision-making.

Any concerns should be reported to management.

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18. Conflicts of Interest

Employees and volunteers must avoid situations where personal interests could influence organisational decisions.

Potential conflicts should be declared immediately.

Examples include:

- Personal relationships.
- Financial interests.
- Business interests.

- Family involvement in organisational decisions.

Transparency is essential.

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19. Alcohol, Drugs and Substance Misuse

Employees and volunteers must not:

- Attend work or volunteering activities impaired by alcohol or drugs.
- Possess illegal substances whilst undertaking organisational activities.
- Engage in behaviour that puts others at risk.

Prescription medication that may affect performance should be discussed with management where appropriate.

The safety of service users must always be protected.

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20. Fraud, Theft and Misconduct

The organisation has zero tolerance for:

- Fraud
- Theft
- Corruption
- Financial abuse
- Falsification of records
- Deliberate misuse of resources

All allegations will be investigated and may be referred to relevant authorities.

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21. Speaking Up and Reporting Concerns

Employees and volunteers are encouraged to raise concerns regarding:

- Unsafe practice
- Misconduct
- Safeguarding concerns
- Breaches of policy

- Unethical behaviour

Concerns should be raised through:

- Management arrangements
- Safeguarding procedures
- Incident reporting processes
- Whistleblowing procedures

No individual will be treated unfairly for raising genuine concerns in good faith.

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22. Breaches of the Code of Conduct

Breaches of this policy may include:

- Inappropriate behaviour.
- Failure to maintain confidentiality.
- Safeguarding failures.
- Discrimination or harassment.
- Abuse of professional boundaries.
- Dishonesty.
- Misuse of organisational resources.

Breaches will be addressed fairly and proportionately.

Actions may include:

- Informal guidance
- Additional training
- Formal management action
- Disciplinary procedures
- Termination of volunteering arrangements
- Referral to external agencies where appropriate

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23. Case Study

Scenario: Professional Boundaries

A volunteer regularly supports an older service user who offers to leave the volunteer money in their will as a gesture of appreciation.

Appropriate Response

The volunteer:

- Politely declines the offer.
- Explains the organisation's professional boundaries.
- Reports the conversation to their manager.
- Records the matter appropriately.

Outcome

Professional boundaries are maintained and the service user continues to receive support without undue influence.

Learning Point

Employees and volunteers must avoid situations that could create conflicts of interest or compromise professional judgement.

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24. Training and Awareness

Employees and volunteers will receive guidance and training relating to:

- Professional conduct
- Safeguarding
- Equality and inclusion
- Confidentiality
- Professional boundaries
- Ethical decision-making
- Organisational values

Training will be refreshed periodically.

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25. Responsibilities

Directors

Responsible for:

- Promoting ethical leadership.
- Ensuring organisational compliance.
- Monitoring standards of conduct.

Managers

Responsible for:

- Modelling expected behaviour.
- Addressing concerns promptly.
- Supporting employees and volunteers.
- Monitoring compliance with this policy.

Employees and Volunteers

Responsible for:

- Following this Code of Conduct.
- Acting professionally.
- Maintaining high standards of behaviour.
- Reporting concerns appropriately.

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26. Monitoring and Quality Assurance

The organisation will monitor:

- Complaints and concerns.
- Safeguarding incidents.
- Whistleblowing reports.
- Conduct investigations.
- Training compliance.
- Service user feedback.

Monitoring findings will inform service improvements and workforce development.

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27. Review Arrangements

This policy will be reviewed:

- Annually
- Following significant incidents
- Following legislative changes
- Following safeguarding reviews
- Following organisational changes

Related Policies

- Adult Safeguarding Policy
- Financial Safeguarding Policy
- Dignity and Respect Policy
- Equality, Diversity and Inclusion Policy
- Confidentiality Policy
- Whistleblowing Policy
- Gifts, Hospitality and Donations Policy
- Volunteer Management Policy
- Health and Safety Policy