# Code of Conduct and Ethical Behaviour Policy

Policy Title: PRN-019: Code of Conduct and Ethical Behaviour 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
Email: admin@carehopes.com
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**Purpose**

The purpose of this policy is to establish the standards of conduct, behaviour, integrity, and professionalism expected of all individuals working for or representing the organisation.

The organisation is committed to maintaining a positive, respectful, ethical, and inclusive working environment that supports its values, objectives, legal obligations, and reputation. This policy provides guidance on expected behaviours and helps ensure that all organisational activities are conducted with honesty, accountability, fairness, and professionalism.

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**Scope**

This policy applies to:

- All employees.
- Directors, trustees, governors, and board members.
- Volunteers and temporary workers.
- Contractors, consultants, and agency staff.
- Apprentices and trainees.
- Individuals acting on behalf of the organisation.

The principles in this policy apply during:

- Working hours.
- Business travel.

- Meetings and events.
- Training activities.
- Online interactions.
- Any circumstance where an individual is representing the organisation.

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**Policy Statement**

The organisation expects all individuals to conduct themselves in a manner that:

- Demonstrates honesty and integrity.
- Promotes dignity and respect.
- Supports equality, diversity, and inclusion.
- Protects the organisation's reputation.
- Complies with applicable laws, regulations, policies, and procedures.
- Encourages professional and ethical decision-making.

Unacceptable behaviour will not be tolerated and may result in disciplinary action.

All individuals are expected to act in a way that reflects the organisation's values at all times.

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**Responsibilities**

**Board of Directors / Trustees**

The Board is responsible for:

- Promoting ethical leadership.
- Approving organisational standards of conduct.
- Providing oversight of governance and ethical performance.
- Addressing significant ethical concerns where appropriate.

**Senior Management**

Senior Management shall:

- Lead by example.
- Promote a culture of ethical behaviour.

- Ensure policy implementation.
- Address misconduct promptly and fairly.
- Support ethical decision-making throughout the organisation.

**Line Managers**

Line Managers are responsible for:

- Communicating expectations.
- Monitoring workplace behaviour.
- Addressing concerns and misconduct.
- Supporting employees to meet expected standards.

**Employees and Representatives**

All personnel must:

- Comply with this policy.
- Act honestly and professionally.
- Treat others with dignity and respect.
- Report misconduct or ethical concerns.
- Protect organisational assets and information.

**Human Resources and Governance Functions**

These functions shall:

- Provide advice and support.
- Promote awareness and training.
- Investigate concerns where required.
- Monitor compliance and trends.

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**Procedures / Standards**

**1. Integrity and Honesty**

Individuals must:

- Act truthfully and transparently.
- Avoid deceptive practices.

- Declare conflicts of interest.
- Use organisational resources appropriately.
- Make decisions based on objective and legitimate considerations.

Dishonest conduct is unacceptable and may result in disciplinary action.

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**2. Respect and Professional Behaviour**

All individuals are expected to:

- Treat colleagues, service users, customers, and stakeholders respectfully.
- Show courtesy and professionalism.
- Value diversity and different perspectives.
- Promote a positive working environment.
- Communicate constructively and appropriately.

Bullying, harassment, intimidation, and discriminatory behaviour will not be tolerated.

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**3. Compliance with Laws and Policies**

Individuals must:

- Comply with legal and regulatory requirements.
- Follow organisational policies and procedures.
- Cooperate with audits, investigations, and compliance reviews.
- Report known breaches appropriately.

Failure to comply may result in disciplinary action.

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**4. Equality, Diversity and Inclusion**

The organisation promotes a workplace that:

- Values diversity.
- Encourages inclusion.
- Provides equal opportunities.
- Prohibits discrimination and victimisation.

All individuals must contribute to creating a respectful and inclusive culture.

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**5. Confidentiality and Information Handling**

Individuals must:

- Protect confidential information.
- Comply with data protection requirements.
- Access information only where authorised.
- Use organisational information for legitimate purposes only.

Unauthorised disclosure of information may result in disciplinary or legal action.

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**6. Use of Organisational Resources**

Organisational resources shall be used responsibly and efficiently.

Resources include:

- Equipment.
- Technology systems.
- Facilities.
- Vehicles.
- Financial resources.
- Information assets.

Misuse, theft, or deliberate damage is prohibited.

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**7. Social Media and Public Communications**

Employees must ensure that:

- Personal opinions are not presented as organisational positions.
- Confidential information is not disclosed.
- Communications are respectful and professional.
- Organisational reputation is protected.

All public communications undertaken on behalf of the organisation must be authorised.

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**8. Relationships with Stakeholders**

Interactions with:

- Customers.
- Service users.
- Suppliers.
- Regulators.
- Partners.
- Members of the public.

must be undertaken professionally, respectfully, and ethically.

Improper conduct, favouritism, abuse of authority, or exploitation of relationships is prohibited.

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**9. Gifts, Hospitality and Personal Benefits**

Individuals must comply with organisational requirements relating to:

- Gifts.
- Hospitality.
- Benefits.
- Conflicts of interest.
- Anti-bribery measures.

Any offer that could compromise impartiality must be declined and reported where appropriate.

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**10. Reporting Misconduct**

Individuals are encouraged to report:

- Ethical concerns.
- Policy breaches.

- Misconduct.
- Fraud.
- Corruption.
- Harassment.
- Unsafe practices.

Reports may be made through:

- Line management.
- Human Resources.
- Governance functions.
- Whistleblowing procedures.

Concerns raised in good faith will be supported.

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**11. Professional Standards**

Employees should:

- Maintain competence within their role.
- Participate in required training.
- Exercise sound judgement.
- Take responsibility for their actions.
- Seek guidance when uncertain.

Professional behaviour should be demonstrated at all times.

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**Case Study**

**Scenario**

An employee becomes frustrated during a team meeting and repeatedly makes disrespectful comments towards a colleague, causing embarrassment and discomfort.

**Risk**

Such behaviour can damage working relationships, reduce morale, create a hostile work environment, and undermine organisational values.

**Required Action**

The employee should:

1. Cease the inappropriate behaviour immediately.
2. Acknowledge the impact of their conduct.
3. Participate in any management discussions regarding the incident.
4. Follow organisational standards of respectful communication.

The manager should address the issue promptly and fairly.

**Outcome**

Appropriate intervention restores professional standards, supports a respectful workplace, and reinforces expected behaviours.

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**Monitoring and Quality Assurance**

The organisation shall monitor compliance through:

- Management supervision.
- Employee feedback.
- Compliance reviews.
- Internal audits.
- Investigation outcomes.
- Disciplinary trends.
- Governance reporting.

Improvement measures shall be implemented where concerns are identified.

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**Review Arrangements**

This policy shall be reviewed:

- Every two years; or
- Earlier where legal, regulatory, or organisational changes require revision.

The review shall consider:

- Employee feedback.
- Compliance outcomes.

- Investigation findings.
- Emerging workplace risks.
- Best practice standards.

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**Related Policies**

This policy should be read in conjunction with:

- Equality, Diversity and Inclusion Policy
- Anti-Bribery Policy
- Fraud Prevention and Detection Policy
- Conflict of Interest Policy
- Gifts and Hospitality Policy
- Whistleblowing Policy
- Disciplinary Policy
- Grievance Policy
- Information Security Policy
- Safeguarding Policy