Staff Conduct and Behaviour Policy

PRN-133: Staff Conduct and 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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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to maintaining the highest standards of conduct, behaviour, professionalism, and safeguarding across all companionship services. Staff conduct directly affects service user safety, organisational reputation, and the quality of companionship delivered.

This policy outlines the behavioural expectations for all staff, including employees, volunteers, contractors, agency workers, and zero-contract workers (**PRN-149**). It ensures that conduct remains safe, ethical, respectful, and aligned with organisational values.

2. Key Principles

- **Professionalism:** Staff must act with integrity, respect, and responsibility.
- **Safety:** Conduct must always protect service users from harm.
- **Boundaries:** Staff must maintain strict professional limits.
- **Respect:** All individuals must be treated with dignity and courtesy.
- **Equality:** Staff must not discriminate against any person.
- **Accountability:** Staff are responsible for their actions and decisions.
- **Consistency:** Behaviour must reflect CAREHOPES's standards at all times.

3. Policy Statement

CAREHOPES requires all staff to:

- Demonstrate professional behaviour
- Maintain safeguarding awareness
- Uphold organisational values

- Communicate respectfully
- Maintain confidentiality
- Follow policies and procedures
- Report concerns immediately
- Avoid inappropriate or unsafe behaviour

Staff must **not**:

- Breach professional boundaries
- Engage in discriminatory or offensive behaviour
- Form personal or romantic relationships with service users
- Share personal contact details
- Accept inappropriate gifts
- Engage in unsafe digital communication
- Ignore safeguarding concerns

4. Purpose

- Define expected standards of conduct and behaviour
- Protect service users from harm, abuse, exploitation, or misconduct
- Strengthen organisational professionalism
- Ensure consistent behaviour across the workforce
- Support safe companionship practice
- Ensure compliance with safeguarding and legal requirements

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers conduct and behaviour in:

- Private homes

- Community settings
- Public spaces
- Digital environments
- Transport
- Overnight companionship
- Holiday companionship

6. Related Policies

Conduct, Ethics & Behaviour

PRN-014 Code of Conduct Policy PRN-015 Code of Ethics PRN-099 Professional Boundaries Policy PRN-004 Anti Harassment & Anti Discrimination Policy PRN-030 Dignity and Respect Policy PRN-105 Anti-Bribery Policy PRN-106 Anti-Fraud Policy

Safeguarding & Protection

PRN-003 Adult Safeguarding Policy PRN-136 Safeguarding Children Policy PRN-144 Child Abuse Policy PRN-116 Domestic Abuse Policy PRN-131 Prevent Duty Awareness Policy PRN-129 Modern Slavery and Human Trafficking Policy PRN-070 Safeguarding Reporting and Escalation Procedure

Human Resources & People Management

PRN-065 Recruitment and Selection Policy PRN-125 Induction Policy PRN-081 Supervision and Appraisal Policy PRN-115 Disciplinary Policy PRN-124 Grievance Policy PRN-132 Probation Policy PRN-149 Zero Contract Policy

Operational Delivery

PRN-109 Companionship Standards Policy PRN-017 Companion Charter PRN-018 Companion Completion Checklist

Digital & Information Governance

PRN-112 Data Protection and GDPR Policy PRN-023 Confidential Information Management Policy PRN-024 Confidentiality Policy PRN-049 Information Governance and Cyber Security Policy

7. Definitions

Conduct: Behaviour demonstrated by staff in all professional settings.

Professional Boundaries: Limits that protect service users and staff from inappropriate relationships or behaviour.

Misconduct: Behaviour that breaches organisational standards or compromises safety.

8. Expected Standards of Behaviour

8.1 Professional Communication

Staff must:

- Speak respectfully
- Use appropriate language
- Avoid offensive or discriminatory remarks
- Maintain calm tone even in challenging situations

8.2 Appearance and Presentation

Staff must:

- Present themselves neatly
- Wear appropriate clothing
- Avoid clothing that is revealing or unsafe

8.3 Reliability and Punctuality

Staff must:

- Arrive on time
- Honour commitments
- Communicate delays promptly

8.4 Respect and Dignity

Staff must:

- Respect cultural, religious, and personal differences
- Avoid judgemental behaviour
- Promote dignity at all times

8.5 Emotional Intelligence

Staff must:

- Manage emotions professionally
- Avoid reacting impulsively
- Maintain composure in conflict

9. Professional Boundaries

Staff must **not**:

- Share personal contact details

- Form personal, romantic, or sexual relationships with service users
- Accept large or inappropriate gifts
- Provide financial assistance
- Engage in physical affection beyond safe reassurance
- Attend service users' private events unless authorised
- Use social media to contact service users

Boundaries protect both staff and service users.

10. Digital Conduct

Staff must:

- Use organisational communication channels
- Avoid sharing personal information online
- Maintain confidentiality
- Follow cyber security procedures
- Avoid connecting to unsafe Wi-Fi networks
- Avoid digital contact with service users outside approved platforms

11. Conduct in Different Settings

11.1 Private Homes

- Respect the home environment
- Avoid touching personal items unnecessarily
- Follow safety procedures

11.2 Community Settings

- Maintain appropriate behaviour in public
- Avoid discussing confidential information

11.3 Overnight Companionship

- Maintain boundaries
- Ensure safe sleeping arrangements
- Avoid inappropriate familiarity

11.4 Holiday Companionship

- Maintain professionalism during travel

- Avoid informal behaviour that compromises boundaries

12. Safeguarding Considerations

Unsafe or inappropriate behaviour may indicate:

- Boundary violations
- Abuse
- Neglect
- Exploitation
- Radicalisation
- Domestic abuse

Concerns must be reported immediately.

13. Reporting Conduct Concerns

Staff must:

- Inform the office immediately
- Document concerns factually
- Report safeguarding risks
- Cooperate with investigations

14. Training Requirements

Staff must receive training in:

- Professional conduct
- Emotional intelligence
- Safeguarding
- Boundaries
- Digital professionalism
- Cultural competence

15. Documentation & Record Keeping

Records must include:

- Conduct concerns
- Actions taken
- Safeguarding escalations

- Training completion

Records must be stored securely.

16. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Workforce feedback