

# **Code of Conduct For Staff and Volunteers**

## Document configuration control

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|--|------------------------------------|
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| 27 December 2015      | Creation of document                    | A McKinlay  | DRAFT                          |
| 5 February 2016       | Final amendments                        | J Sutton / CEO                                    | V 1.0                          |
| 01 November 2016      | More emphasis on intra-staff behaviours | J Sutton / CEO                                    | V 1.1                          |
| 11 November           | Remove 'non-prescription' at para 16.   | J Sutton / CEO                                    | V 1.2                          |
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# CODE OF CONDUCT

## DOING THE RIGHT THING

1. The behaviour of every person who works or volunteers for St Paul's must maintain and build our proud and strong reputation. Everyone should act honestly, fairly and with transparency and should be loyal to St Paul's in the conduct of their work. Sometimes we are all faced with a choice – possibly a difficult choice - of doing the *right thing* or just doing the *easy thing*. This code of conduct should act as a guide to the behaviour that is expected and should guide you through these choices. The overarching principle is *staff or volunteers must not do anything which could discredit St Paul's or put themselves in a position which may result in a conflict of interest*.

2. St Paul's respects the rule of law and requires all employees to conduct themselves in a way that ensures compliance with the rules that apply to St Paul's.

## PURPOSE OF THIS CODE

- Describes the standards of conduct expected.
- Outlines the behaviour and attitudes expected.

## SCOPE

3. This Code applies to all St Paul's employees, volunteers and temporary personnel. It also applies to Second Chance Furnishings (SCF) and other subsidiaries within the St Paul's family.

## BREACH OF THIS CODE

4. Any breach of this Code may be considered to be a disciplinary matter and could result in disciplinary action up to and including dismissal. It is therefore of critical importance that you read and understand this Code. If you do not understand the Code then ask questions of your manager.

## GENERAL GUIDANCE

5. This Code cannot address every possible situation. It is very important that employees recognise when they are in a difficult ethical situation and that they seek assistance as appropriate.

6. The principles in this Code are intended to help guide you in the normal course of your work but they are no substitute for common sense and proper internal consultation.

7. If you find yourself in a situation where you are unsure of the right course of action to take, you may find it helpful to ask yourself the following questions:

- Is it legal?

- Is it ethical?
- Is it consistent with St Paul's policies and this Code of Conduct?
- Can I explain it to my family and friends?
- Would I feel comfortable if it appeared in a newspaper?

## **HOW TO RAISE A CONCERN**

8. If you still find that you do not know the right course of action to take, if you suspect someone else of acting contrary to this Code, or if you do not understand anything contained in this Code, please speak with one of the following:

- Your manager in the first instance
- The Chief Executive
- The Chair of Trustees

9. Never hesitate to ask questions, raise concerns, or seek the guidance you need. St Paul's will not tolerate any retaliation or discrimination against anyone who has reported a concern in good faith.

## **CONFIDENTIAL INFORMATION**

10. St Paul's confidential or sensitive information must be kept confidential.

### **Guidance on confidential information**

- Confidential information should not be used for personal gain.
- You should treat email with the same confidentiality as other forms of communication
- The obligation of confidentiality extends to periods after you cease to work for St Paul's and includes the disclosure of information to others.
- Do not share confidential information with anyone who does not have any business to know it.

## **SOCIAL MEDIA**

11. It is possible you may use social media for work purposes (e.g. LinkedIn) or for personal use outside of work (e.g. social networking sites such as Facebook and YouTube or discussion forums). When using social media you must not disclose confidential information.

### **Guidance on social media**

- You should be mindful of protecting yourself and your own privacy.
- Any social media use should be respectful to St Paul's.
- Usage should be relevant, protective of the reputation of St Paul's and should follow the letter and spirit of the law

## **DATA PROTECTION**

12. You must only collect and retain personal data for legitimate purposes. You must respect the privacy of personal data relating to employees, customers and suppliers. St Paul's must ensure that its data and information systems comply with data protection laws.

#### **Guidance on data protection**

- Do not write down or reveal personal passwords to IT systems.
- Do not leave confidential information unattended.
- Destroy, by shredding, confidential information.
- Keep filing cabinets containing data or personal information locked.

### **CONFLICTS OF INTEREST**

13. St Paul's employees and other personnel must avoid situations where personal interests could conflict, or appear to conflict, with St Paul's interests.

#### **Guidance on avoiding a conflict of interest**

- Conflicts of interest arise where a person's position or responsibilities within St Paul's present an opportunity for personal gain above the normal rewards of employment
- They can also arise where personal interests are inconsistent with those of their employer or create conflicting loyalties in respect of transactions between their employer and a third party
- You must not be involved with an activity for personal gain which is in conflict with St Paul's interests.
- Any of your personal interests or the interests of a member of your immediate family in relation to St Paul's must be disclosed to your manager immediately.
- Accepting gifts, hospitality or entertainment may in some circumstances lead to an impairment of a person's judgement or independence, or be open to misinterpretation.

### **ATTENDANCE AND TIME KEEPING**

14. You must adhere to work start and finish times. Absence must be authorised in advance except in the case of sickness, injury or exceptional domestic, personal or travel complications that could not be foreseen.

#### **Guidance on attendance and time keeping**

- Think ahead. Make allowances for poor weather or traffic.
- Always arrive 5 minutes early for work, staff meeting or training.
- If you are late telephone your manager or let the person expecting you know.

### **PROFESSIONAL BOUNDARIES**

15. The work undertaken by St Paul's requires professional boundaries to be maintained. It is never acceptable to have a personal relationship with any client of St Paul's while they are within the services. If you have an existing personal or

professional relationship with somebody who becomes a St Paul's client then you must inform your line manager at the earliest opportunity.

### **Guidance on professional boundaries**

- Bad mouthing of colleagues or the spreading of gossip and 'tittle-tattle' undermines team cohesion. Remember the Golden Rule: St Paul's employees talk *to* each other not *about* each other.
- Dress in a way that promotes professionalism and maintains professional boundaries.
- If you are planning to have a personal relationship with an ex-client then you must discuss the implications with your line manager.
- Do not borrow money from clients, ask them to carry out paid or unpaid work or services for you, gamble with them, or give them gifts.
- You may only accept gifts from clients in the exceptional circumstances.
- You may not make personal loans to clients or buy anything from them.
- The unintended meeting of a client in an out-of-work setting is not uncommon. There is no requirement that you avoid contact but do not accept or buy alcoholic drinks for clients and do not talk about colleagues or other clients in a manner that compromises or breaches confidentiality.
- It is expected the same standards of professional conduct as if the meeting took place at work is undertaken.

### **ALCOHOL, DRUGS AND SMOKING**

16. Being under the influence of alcohol or non-prescription drugs during working hours will not be tolerated. Possessing illegal drugs at work will not be tolerated and will be brought to the attention of the Police. Breath testing before driving a vehicle belonging to St Paul's is undertaken.

#### **Guidance on alcohol, drugs and smoking**

- Staff on prescribed medication should inform their line manager if these may affect their performance or safety of others.
- Do not consume alcohol before work commences if by doing so you will smell of alcohol or it will impair your judgement.
- Alcohol should not be consumed on the premises except in the case of organised occasions authorised by the Chief Executive.
- St Paul's does not promote smoking. Smoke only in designated smoking areas. Do not smoke in any buildings or vehicles belonging to St Paul's.

## **HEALTH AND SAFETY**

17. St Paul's will provide a safe and healthy working environment and does not compromise the health or safety of any individual.

### **Guidance on Health and Safety**

- St Paul's aim is to create an accident-free workplace and we are committed to continual improvement in health and safety performance throughout our operations.
- St Paul's has high standards of care for the safety of our people, products and operations and for the environment in which our people work
- St Paul's will provide the necessary training and resources to allow for the safe performance of day-to-day activities
- Every St Paul's employee has a legal duty to look after their own health, safety and welfare and that of those around them
- Effective safety management requires the active involvement of every employee.

## **Environment**

18. St Paul's will run efficient operations that minimise waste and reduce any negative effect of its activities on the environment. We will keep the areas around our buildings, including public (and street areas) around entrances, clean and tidy.

### **Guidance on the environment**

- Pick up street litter in the areas around our buildings.
- Encourage all clients to use refuse bins and not drop litter in the street.
- Re-use, re-cycle and reduce consumption.

## **BEHAVIOUR AT WORK**

19. St Paul's property and equipment should be treated with care and only used for authorised purposes. St Paul's property may not be taken off the premises for personal use unless specifically authorised by the Chief Executive.

### **Guidance on behaviour at work**

- You are not to undertake activities on any social media during work hours. The only exception is St Paul's social media platforms.
- Personal mobile phones may be switched on during working hours their use should be kept to a minimum both in terms of frequency and length of call.
- If friends, relatives or medical and professional contacts telephone you in a personal capacity, you may accept such incoming calls provided that:

- They are not given priority over or allowed to disrupt any work, meeting, or client contact in which you are engaged.
- If the conversation which takes place lasts longer than a few minutes, it must be accounted for in your own time (ie included in the time recorded for your lunch break).
  
- The very occasional use of computers, printers and photocopiers for personal use will be permitted under the following conditions:
  - Such use is very occasional, and not regular.
  - The time spent in producing such copies is accounted for in your own time (ie included in the time recorded for your lunch break, or deducted from your recorded hours if made before the beginning or after the end of the working day).
  
- You must not use St Paul's franking machine or postage stamps for private correspondence. You may not purchase postage stamps for personal use from St Paul's.