

Adopted: 25th April 2017
Reviewed: June 2020

CODE OF CONDUCT

INTRODUCTION

This Code of Conduct applies to all employees of Age UK Cambridgeshire & Peterborough (AUKCAP).

DO'S AND DON'TS

Employees must:

- Show respect for service users and relatives and their colleagues within the organisation.
- Show their official personal identification when required.
- Meet agreed standards of customer service when dealing with people in person or by phone or by letter or in the customer's home.
- Be polite, positive and considerate to members of the public and colleagues, and be punctual.
- Be open with people about what action they can expect and when they can expect it.
- Observe all AUKCAP policies.
- Represent AUKCAP decisions and actions in a positive manner at all times.
- Raise personal concerns and opinions constructively with line management.
- Wear a identification badge if required.
- Be appropriately dressed at work and this will include appropriate dress, cleanliness, good grooming and personal hygiene. Shorts, trainers, denim jeans* or leisure suits are not considered acceptable. For ladies, mini skirts, short cropped or low cut tops are not permitted to be worn at work. Men are not required to wear a tie unless the nature of the appointment is such that it would be generally expected.
- Do nothing which would damage public confidence or bring the organisation into disrepute.
- Observe generally accepted professional boundaries, especially in respect of the relationship with service users and colleagues.
- Inform the organisation if taking any prescribed or over the counter medicines which may affect ability or safety at work.
- *It is accepted that less formal wear, such as jeans, may be appropriate for some job roles, such as handyman or gardener.

Employees must not:

- Abuse their position to take advantage of people or use for personal gain, knowledge gained about individuals during work related activities.
- Work privately, whether in a paid or voluntary capacity for a user of any AUKCAP service.
- Use AUKCAP telephones or mobile phones except in connection with the delivery of the services, unless agreed otherwise with the Board of Trustees
- Make excessive and disruptive use of personal mobile phones during work hours to make or receive voice or text calls.
- Take their own pets into AUKCAP premises, unless agreed otherwise with Senior Management.
- Take children to work.
- Be accompanied by family or friends on home visits to service users.
- Be rude, abusive or offensive to service users or colleagues.
- Behave in an aggressive, violent, threatening way towards colleagues or service users.
- Intimidate, bully or harass work colleagues or service users.
- Discredit AUKCAP services by casual behaviour on duty including listening to headphones, reading newspapers or magazines unrelated to their work, consuming food, playing computer games.
- Take illegal drugs or be under the influence of illegal or prescribed drugs whilst at work.
- Drink alcohol during working hours or be under the influence of alcohol during working hours.
- Mislead clients or tell lies about Age UK activities.
- Disclose, gossip about, or use any information gained in confidence or in the course of work.
- Conceal any matter it is their duty to report.
- Steal or take or damage property.
- Spend their time regularly surfing internet for personal purposes.
- Use social media or networking or any other means, including encouraging friends or family, to make inappropriate remarks which could cause offence to colleagues or members of the public and which may bring the organisation into disrepute.