

## **AGE UK EXETER**

### **Controlled Document**

#### **Document Name: Code of Conduct Policy**

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Owner (Responsibility): Chief Executive Officer

Amendments to: Governance Officer

Revision History: See end of document.

Document Location: [www.ageuk.org.uk/exeter/about-us/policiesandguidelines/](http://www.ageuk.org.uk/exeter/about-us/policiesandguidelines/)

### **Document Description**

This document sets out how Age UK Exeter (AUKE) expects staff and volunteers to conduct themselves during their tenure with the charity. It includes the charities vision and values statement that it expects staff and volunteers to be able to work under.

### **Implementation & Quality Assurance**

Implementation is immediate and this policy shall stay in force until any alterations are formally agreed.

The policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the CEO on [info@ageukexeter.org.uk](mailto:info@ageukexeter.org.uk) or at Age UK Exeter, The Sycamores, Mount Pleasant Road, Exeter, EX4 7AE, 01392 202092.

# **Code of Conduct**

## **1. About this code of conduct**

### **1.1** The purpose of this code of conduct is to:

- Explain AUKE's values and how they relate both to day-to-day work and the key ethical issues the charity faces; and
- Provide information and guidance in relation to how staff and volunteers should conduct themselves when carrying out AUKE's business.

## **2. Who this code applies to**

### **2.1** This code applies to all persons working for the organisation, including employees at all levels, directors, officers, trustees, volunteers, interns and individual temporary or fixed term contractors, wherever located.

### **2.2** This code does not form part of any contract of employment or contract to provide services and we may amend it at any time.

## **3. Responsibility for the code**

### **3.1** The Board of Trustees has overall responsibility for ensuring the code complies with our legal and ethical obligations and that staff and volunteers comply with it.

### **3.2** The Chief Executive Officer (CEO) has responsibility for implementing this code, monitoring its use and effectiveness, and auditing internal control systems and procedures to ensure they are effective.

### **3.3** Management at all levels are responsible for ensuring those reporting to them understand and comply with this code and are given adequate and regular training on it and the issues covered by it.

## **4. AUKE's Values**

### **4.1** The following are defining statements about the values that AUKE holds and underpins everything it does:

- Values and respects all older people for the individuals they are and endeavours to provide a flexible, personalised response so that everyone has a positive experience of their contact with the charity.
- Values its staff and volunteers and aims to give them a positive experience of working for AUKE.
- Believes in a holistic approach and aims to provide a wide range of high-quality services from informal social opportunities to complex support.

- Directs the greatest resource towards those people for whom we can make the greatest difference.
- Aims to provide a mix of free and charged for services so we are accessible and relevant to as many people as possible while still maintaining functional sustainability.
- Is opportunistic in seeking out funding to develop new services that make a positive impact and are financially viable.
- Is keen to work in partnership with others where it adds value to do so.

**4.2** AUKE also has five core values that all staff and volunteers are asked to work under. These can be seen in detail in appendix one, but cover:

- Respect and Dignity
- Collaboration
- Integrity
- Equality
- Diversity and Inclusion

## **5. Workplace environment**

### **5.1 Professional Boundaries**

5.1.1 AUKE expects staff to always maintain professional boundaries.

5.1.2 When working with clients, staff and volunteers should forge good, friendly working relationships but it is important they remember that they are professionals, not friends. Time together must be focused on the client and what they want and need. Staff and volunteers must avoid falling into the trap of talking with their client about their own life and any problems they may have. It is fine to share a bit of personal information, which is part of normal interaction, but staff and volunteers should not go into lots of detail or share very personal information or problems.

### **5.2 Equal Opportunities**

5.2.1 AUKE, as an employer and service provider, has a part to play in reducing the disadvantages which certain people and groups have experienced. We also want our staff and volunteers to be truly representative of the community they serve. The Equal Opportunities Policy sets out how we aim to achieve this.

5.2.2 Staff and volunteers should not discriminate against or harass their colleagues, clients, or any other member of the public.

### **5.3 Harassment and Bullying**

- 5.3.1 AUKE is committed to providing a working environment free from harassment and bullying. It seeks to ensure all staff are treated, and treat others, with dignity and respect.
- 5.3.2 Employees found guilty of harassment or bullying may face disciplinary action, up to and including dismissal, and could be personally liable to pay compensation in legal claims. Serious harassment may be a criminal offence.
- 5.3.3 Please refer to the Anti-harassment and Bullying Policy for further information.

### **5.4 Health & Safety**

- 5.4.1 The Board of Trustees has overall responsibility for the health and safety of the organisation but has delegated day-to-day responsibility to the CEO.
- 5.4.2 Each person has a responsibility to ensure the health and safety of their own surroundings and working practices.
- 5.4.3 It is mandatory that staff and volunteers attend moving and handling training and have regular updates as required.

### **5.5 Drugs and alcohol**

- 5.5.1 Staff and volunteers are expected to arrive at work fit to carry out their job and to be able to perform their duties safely without any limitations due to the use or after-effects of alcohol or drugs. Drug use includes the use of controlled drugs, psychoactive or mind-altering substances formerly known as “legal highs” and the misuse of prescribed or over-the-counter medication.
- 5.5.2 Staff and volunteers should not drink alcohol during the normal working day, at lunchtime, at other official breaks and at official work-based meetings and events. Drinking alcohol while at work without authorisation or working under the influence of alcohol may be considered serious misconduct.
- 5.5.3 If staff and volunteers are prescribed medication, they must seek advice from their GP or pharmacist about the possible effect on their ability to carry out their job and whether their duties should be modified, or they should be temporarily reassigned to a different role. If so the staff member or volunteer must tell their line manager without delay.
- 5.5.4 Refer to the Substance Misuse Policy for further information.

## **6. Business Practices**

### **6.1 Conflicts of Interest**

- 6.1.1 Staff and volunteers should be mindful of potential conflicts of interest and discuss them with their line manager or the governance officer as soon as they become aware of any potential conflicts.
- 6.1.2 Staff and volunteers are required to sign a conflicts of interest declaration which is reviewed annually.
- 6.1.3 Please refer to the Conflicts of Interest Policy.

## **6.2 Acceptance of Gifts**

6.2.1 It is not permissible for any reason, unless specifically authorised by the Board of Trustees, to:

- accept or seek a loan from a service user.
- be involved in the making of wills on behalf of a service user.
- accept money or any other gift or advantage, including a gift or legacy under a will (save as stated below) from a service user.

However, a modest gift other than money, under the value of £25, may be accepted where refusal would cause needless offence to the service user and he/she is not seeking favour, but merely wishing to express thanks.

- 6.2.2 Staff and volunteers must declare any gifts received and a note will be added under gifts on Charitylog.
- 6.2.3 Refer to the Offers of Gifts and Legacies Policy for more information.

## **7. Company Assets and Information**

### **7.1 Confidential Information**

- 7.1.1 Maintaining confidentiality is essential.
- 7.1.2 Staff and volunteers should not share any information about AUKE's business, plans, colleagues, or clients to anyone outside of the organisation (including, but not limited to, friends, family or clients). Information within the organisation should only be shared on a need-to-know basis.
- 7.1.3 Refer to the Confidentiality Policy for more detailed information.

### **7.2 Data Protection**

- 7.2.1 Legislation is in place to protect the identity and information of individuals. AUKE has policies and procedures in place to achieve this and staff and volunteers are required to always adhere to these.

7.2.2 Refer to the Data Protection Policy.

### **7.3 Use of information and communication systems**

7.3.1 AUKE's IT and communications systems are intended to promote effective communication and working practices within the organisation. The IT, Communication Systems & Monitoring Policy outlines the standards staff must observe when using these systems.

7.3.2 Staff and volunteers should not use AUKE's computers or other equipment for their own personal use.

7.3.3 Staff should use passwords on all IT equipment, particularly items they take out of the office. Staff should keep passwords confidential and safe.

7.3.4 Staff are responsible for the security of any computer terminal or device used by them.

### **7.4 Use of devices**

7.4.1 Staff are not permitted to use their own device (for example, but not limited to, mobile phone, laptop, tablet) for any work-related business. Staff should only use equipment supplied to them for this purpose by the organisation.

7.4.2 The IT, Communication Systems and Monitoring Policy gives more information.

### **7.5 Social Media**

7.5.1 Staff and volunteers may use their personal social media accounts for work-related purposes during regular hours, but must ensure this is for a specific reason (eg competitor research). Social media should not affect staff and volunteers' ability to perform their regular duties.

7.5.2 Use of social media accounts for non-work purposes is restricted to non-work times, such as breaks and during lunch. Employees should not use work computers for personal use.

7.5.3 Refer to the Social Media Policy for more information.

## **8 Responsibilities**

8.1 Staff and volunteers must ensure that they read, understand, and comply with this code and its linked policies.

8.2 They must also:

- Notify their line manager as soon as possible if they believe or suspect that a breach of this code has occurred or may occur in the future.

- Seek help or advice from their line manager if they have questions about any aspects of the code or its linked policies.
- Understand and comply with specific laws and regulations that apply to their specific role.
- Complete any mandatory training that is offered to them.

## 9. Consequences of failure to comply

9.1 Disciplinary action, up to and including termination and/or legal proceedings, may result from any failure to comply with:

- The code and five core values
- Applicable laws, rules, or regulations
- Any other AUKE policies.

### Revision History

Revision date	Summary of Changes	Other Comments
24.02.2022	New document	Approved by the Board of Trustees on 5 March 2022  Next review due March 2025
28.07.23	Update to include five core values	Next review due August 2026

## Appendix One



**Our Vision:** is for a city in which all older people can love later life.

**Our mission:** is to enable older people to make the most of life, whatever their circumstances.

**Our five core values:**

**RESPECT AND DIGNITY:** Treating others with care and compassion.

All views listened to and taken into consideration.

**COLLABORATION:** Individuals working together for a common purpose or goal to achieve benefit.

**INTEGRITY:** Making well-intentioned decisions for all.

**EQUALITY:** Respecting, valuing and welcoming people of all backgrounds and abilities.

**DIVERSITY AND INCLUSION:** Creating a safe space where everyone can feel comfortable and open.