

## AGE UK EXETER

### Controlled Document

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### Document Description

This document sets out how Age UK Exeter expects you to conduct yourself during your tenure with them.

### Implementation & Quality Assurance

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

All aspects of this document shall be open to review at any time. If you have any comments or suggestions on its content please contact Chief Executive Officer at [info@ageukexeter.org.uk](mailto:info@ageukexeter.org.uk)

# Code of Conduct

## 1. ABOUT THIS CODE OF CONDUCT

1.1 The purpose of this code of conduct is to:

- Explain Age UK Exeter's values and how they relate both to our day-to-day work and the key ethical issues Age UK Exeter faces; and
- Provide information and guidance in relation to how we should conduct ourselves when carrying out Age UK Exeter'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, agency workers, seconded workers, 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 all those under our control 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. AGE UK EXETER'S VALUES

4.1 The following are defining statements about the values that Age UK Exeter 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 us
- Values its staff and volunteers and aims to give them a positive experience of working with Age UK Exeter

- Believes in a holistic approach and so 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.

## **5. WORKPLACE ENVIRONMENT**

### **5.1 Professional Boundaries**

5.1.1 Age UK Exeter expects you to maintain professional boundaries at all times.

5.1.2 When working with clients you will forge good, friendly working relationships but it is important to remember that you are a professional, you are not friends. Your time together must be focused on the client and what they want and need. Don't fall into the trap of talking with your client about your own life and any problems you may have. Its fine to share a bit of personal information, that is part of normal interaction, but don't go into lots of detail or share very personal information.

### **5.2 Equal Opportunities**

5.2.1 Age UK Exeter, 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 service. The Equal Opportunities Policy sets out how we aim to achieve this.

5.2.2 You should not discriminate against or harass your colleagues, clients or any other member of the public.

5.2.3 Refer to the Equal Opportunities Policy for more information.

### **5.3 Harassment and Bullying**

5.3.1 Age UK Exeter is committed to providing a working environment free from harassment and bullying and ensuring all staff are treated, and treat others, with dignity and respect.

5.3.2 Employees found guilty of harassment or bullying may face disciplinary penalties, up to and including dismissal, could be personally liable to pay compensation in legal claims, and may find their own family and social relationships are adversely affected. 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 you attend moving and handling training and regular updates as required.

## **5.5 Drugs and alcohol**

5.5.1 You are expected to arrive at work fit to carry out your job and to be able to perform your 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 You 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 you are prescribed medication you must seek advice from your GP or pharmacist about the possible effect on your ability to carry out your job and whether your duties should be modified or you should be temporarily reassigned to a different role. If so you must tell your 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 You should be mindful of potential conflicts of interest and discuss them with your line manager as soon as you become aware of any potential conflicts.

6.1.2 Depending upon your role, you 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 You must declare to your line manager any gifts received.

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 at all times is essential.

7.1.2 You should not share any information about Age UK Exeter'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. Age UK Exeter has policies and procedures in place to achieve this and you are required to adhere to these at all times.

7.2.2 Refer to the Data Protection Policy.

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

7.3.1 Age UK Exeter'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 you must observe when using these systems.

7.3.2 You should not use Age UK Exeter's computers or other equipment for your own personal use.

7.3.3 You should use passwords on all IT equipment, particularly items you take out of the office. You should keep your passwords confidential and change them regularly.

7.3.4 You are responsible for the security of any computer terminal or device used by you.

#### 7.4 **Use of devices**

7.4.1 You are not permitted to use your own device (for example, but not limited to, mobile phone, laptop, tablet) for any work-related business. You should only use equipment supplied to you for this purpose.

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

#### 7.5 **Social media**

7.5.1 You may use your 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 your ability to perform your 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 **YOUR RESPONSIBILITIES**

8.1 You must ensure that you read, understand and comply with this code and its linked policies.

8.2 You must also:

- Notify your line manager as soon as possible if you believe or suspect that a breach of this code has occurred or may occur in the future.
- Seek help or advice from your line manager if you have questions about any aspects of the code or its linked policies
- Understand and comply with specific laws and regulations that apply to your specific role.
- Complete any mandatory associated training that is offered to you.

**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
- Applicable laws, rules or regulations
- Any other Age UK Exeter policy

**10. ACKNOWLEDGEMENT**

10.1 I acknowledge that I received and read a copy of Age UK Exeter’s Code of Conduct and understand that it is my responsibility to be familiar with and abide by its terms.

Name (please print) .....

Signed .....

Date.....

**Revision History**

<b>Revision date</b>	<b>Summary of Changes</b>	<b>Other Comments</b>
24.2.2022	New document	Approved by the Board of Trustees on 5 March 2022  Next review due March 2024

