

Staff Code of Conduct

Purpose

The purpose of this code of conduct is to help employees understand what is expected of them. It applies to everyone employed by Excell for Training and covers general standards of behaviour relating to people, finance, contracts, political activity and safety at work. There are a number of reasons why your conduct at work is important.

We are committed to providing the best possible provision to all of our Clients. Good conduct not only helps to promote good relations but it also helps protect you and your colleagues (for example by not leaving individuals open to criticism or legal action).

This code of conduct is provided to everyone who is employed by Excell for Training so that they know what is expected of them and are treated fairly.

You are a valued and trusted employee so it is crucial that you understand how important it is to adhere to the standards of conduct set out in the code (and any related policies) as a breach of these standards could lead to disciplinary action. A serious, or repeated breach, could even lead to dismissal from the company.

Working with people

When dealing with clients Excell for Training aims to provide the best possible services to meet the needs of all of its clients and to treat them with dignity and fairness. To meet this objective the company relies on you to be:-

- Polite at all times
- To introduce yourself to clients in a friendly manner
- To wear your identity badge at all times and show it to clients if requested to do so

Conflict of Interest

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with your independent exercise of judgement in Excell for Training Limited's best interest.

Generally a conflict of interests exists when an employee is involved in an activity:-

- Which provides products or services directly to, or purchase products or services from Excell for Training Limited.
- Which subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her responsibilities to Excell for Training Limited
- Which is so operated that the employee's involvement with the outside business activity will reflect adversely on Excell for Training Limited.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your line manager.

Standards of Performance and Behaviour at Work

Appearance

Excell for Training Limited does not seek to inhibit individual choice in relation to your appearance. However, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.

No casual clothing, e.g. jeans is permitted unless permission is granted by the Directors

If your work brings you into contact with the general public then you must remove all visible piercings with the exception of a single set of earrings (or one single earring), and you must ensure your dress and grooming standards reflect the values of Excell for Training.

If you have any queries about what is appropriate, these should be directed to your line manager.

Professional Boundaries

The Use of Personal Living Space

No client should be in or invited into, the home of an employee who works with them, unless the reason for this has been firmly established and agreed with a Senior Manager or Director. This means that all staff should:-

- Be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in a vulnerable position. It is not appropriate for any employer to expect or request that private living space be used for work with clients. Neither is it appropriate for the company to expect or request that private living space be used to see clients for e.g. discussions, meetings. If these activities are required, management should ensure that appropriate accommodation is found elsewhere in the company.

Infatuations

Occasionally, a client may develop an infatuation with a member of staff who works with them. All staff should deal with these situations sensitively and appropriately to maintain the dignity and safety of all concerned. They should remain aware, however, that such infatuations carry a high risk of words or actions being misinterpreted and should therefore make every effort to ensure that their own behaviour is above reproach. A member of staff, who becomes aware that a client who is developing an infatuation, should discuss this at the earliest opportunity with a senior manager, Director or designated member of staff. On their advice the appropriate action can be taken to avoid any hurt, distress or embarrassment.

Communications

Communication between clients and employees, by whatever method, should take place within clear and explicit professional boundaries. This means that the company should have in place an E safety policy. Staff need to ensure:-

- Personal social networking sites are set at private and clients are never listed as approved contacts
- Never use or access social networking sites of clients, this includes the wider use of technology such as mobile phones text messaging, e-mails, digital cameras, videos, web-cams, websites and blogs.
- All staff should not share any personal information with clients. They should not request, or respond to, any personal information from the clients other than that which might be appropriate as part of their professional role. Staff should ensure that all communications are transparent and open to scrutiny. Staff should also be aware of their communications with clients so as to avoid any possible misinterpretation of their motives or any behaviour which could be construed as grooming. They should not give their personal contact details to clients e.g. e-mail, home or mobile telephone numbers, unless the need to do so is agreed with senior management.

E-mail or text communications between an adult and a client outside agreed protocols may lead to disciplinary and/or criminal investigations. This also includes communications through internet based web sites. Internal e-mail systems should only be used in accordance with the company's policy.

Sexual Contact

All staff should clearly understand the need to maintain appropriate boundaries in their contacts with clients. Intimate or sexual relationships between clients and the adults who work with them will be regarded as a grave breach of trust. Allowing or encouraging a relationship to develop in a way which might lead to a sexual relationship is also unacceptable. Any sexual activity between an adult and the client with whom they work may be regarded as a criminal offence and will always be a matter for disciplinary action. All clients are protected by specific legal provisions in this respect regardless of whether the client offer consent or not. The sexual activity referred to does not just involve physical contact including penetrative and non-penetrative acts. It may also include non-contact activities, such as causing under 18's to engage in or watch sexual activity or the production of pornographic material. 'Working Together to Safeguard Children', defines sexual abuse as "forcing or enticing a child or young person / client to take part in sexual activities, whether or not the individual is aware of what is happening". There are occasions when staff embark on a course of behaviour known as 'grooming' where the sole purpose is to gain the trust of a client, and manipulate that relationship so sexual abuse can take place. All staff should be aware that consistently conferring inappropriate special attention and favour upon a service user might be construed as being part of a 'grooming' process and as such will give rise to concerns about their behaviour.



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