



Behaviour Policy (Code of Conduct)

February 2025

Introduction

The purpose of this policy is to provide a clear framework within which all staff and volunteers of The Hub are expected to conduct themselves. The Hub strives to maintain a work environment for its staff, volunteers and customers in which honesty, integrity and respect for fellow staff and users of The Hub are constantly reflected in personal behaviour and standards of conduct.

The Hub is a registered charity and the behaviour of its staff and volunteers has an impact on the community and the reputation of the organisation. Staff and volunteers are expected to have regard for the impact of their personal behaviour on The Hub, colleagues, service users, the environment and our community.

General Principles

The Hub employees/volunteers will be professional at all times and:

- Show courtesy in verbal communication, body language and demeanour in all circumstances, even where a customer/client may not demonstrate similar courtesy
- Ensure accuracy of information;
- Be accountable for the level of service that they provide as an individual, referring any outstanding queries to an appropriate colleague where necessary
- Act with integrity
- Respond promptly
- Seek to continuously improve the level of service they deliver by addressing impediments to quality customer service
- Act in accordance with the law.

Respect

The Hub seeks to provide a work environment in which everyone is treated with respect and dignity and that is free of harassment and bullying including race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status or disability (protected characteristics). Any form of harassment, bullying or discrimination will not be tolerated.

(For further details refer to the Diversity Policy)

Alcohol and Substance Misuse

It is a disciplinary offence to be on the Hub premises and/or carrying out official duties when under the influence of alcohol or illegal drugs. If an employee or volunteer turns up for duty or whilst on

duty is found to be under the influence of alcohol or any other illegal substance they will be immediately sent home and the incident will be dealt with as gross misconduct under the disciplinary procedures.

The Hub is a no smoking employer (including e-cigarettes and vapour cigarettes) and does not support smoking breaks during working hours. Smoking with service users and volunteers is strictly prohibited.

(For further details refer to Substance Misuse Policy)

Performance

The Hub expects individuals to follow all reasonable legitimate requests, rules and instructions given by those supervising or managing their activities and/or work areas.

Dress code

The Hub does not operate a formal dress code for its staff, however, staff must ensure that their dress is appropriate for the situation in which they are working and that they present a professional image and one that reflects sensitivity to customer perceptions.

Personal and professional conduct outside work

The Hub does not seek to dictate how staff conduct themselves in their personal lives outside work. However, unlawful, anti-social or other conduct by staff which may jeopardise the Hub's reputation or position will be dealt with through the disciplinary procedure.

Relationships

The Hub does not concern itself with the private lives of its staff unless they affect its effective operation or its reputation. Members of staff who are relatives or who have a close personal friendship should not normally have a supervisory, assessing or authorising relationship with each other. This also applies to the supervision of volunteers. Staff must inform their line manager if they have a close personal relationship with another staff member or volunteer with the Hub to ensure appropriate boundaries are applied. It is your responsibility to advise your line manager of any actual or potential conflicts of interest relating to customers/suppliers to the Hub to ensure an appropriate and transparent service can be evidenced and delivered.

Conflicts of interest

As a staff member of the Hub, you are expected to act at all times in the Hub's best interests and to exercise sound judgment, unclouded by personal interests or divided loyalties. Staff should not engage in any other business, appointment or activity without discussing with their Line Manager in the first instance, anything that maybe perceived as a conflict of interest. In the light of there being a potential or perceived conflict of interest, full details will be passed on to the Trust Administrator or Chairman of the Trust in order to get their formal approval in writing.

Access to confidential information

All staff and volunteers will maintain confidentiality in accordance with our Data Protection Policy

Honesty and integrity

All staff and volunteers are expected to be honest at all times with the highest standards of personal and professional integrity.

Gambling

Gambling activities must not be conducted on the Hub premises, discretion may be used in relation to small raffles for charitable purposes, national lottery syndicates, occasional sweepstakes etc.

Bribery and corruption

The Hub is committed to the prevention, deterrence and detection of fraud, bribery and other corrupt practices which seek to obtain unfair advantage. Therefore, it is the organisation's policy to ensure that all its activities are conducted with honesty, integrity and to the highest ethical standards.

Use of equipment for non-work purposes

The Hub will allow staff reasonable use of the Hub equipment and facilities, provided that authorisation has been obtained from their Line Manager, that the use does not interfere or conflict with the work of the Hub, and that any costs are met by the individual. Private telephone calls: Staff may use the Hub telephone facilities to make occasional private calls for essential or emergency matters. Private international calls are not permitted without exceptional prior authorisation.

Use of IT equipment, internet and social media

Users of the Hub's IT and the internet facilities must behave reasonably towards other users and the facilities and in public areas they must behave appropriately. Users who do not behave reasonably and appropriately may be subject to disciplinary action in accordance with relevant procedures.

Use of personal phones/equipment should be restricted to emergencies and allocated breaks


Personal Social Media Accounts: There is potential for postings made by staff and volunteers on their private network sites to have an adverse effect on the Hub's reputation. Care should be taken to avoid this even where use may be outside of working time and/or by the use of personal equipment at home.

(For further details refer to Online Safety Policy)

Raising matters of concern

The Hub is committed to maintaining the highest standards of behaviour within the organisation. Consequently, any form of malpractice that is identified will be taken very seriously and this policy enables staff to make disclosures i.e. report any wrongdoing internally without fear of reprisals or victimisation, in accordance with legislation.

(For further details refer to Complaints Procedure & Whistle blowing policy)



This code of conduct has been drawn up to provide a source of guidance to the staff and volunteers. All staff and volunteers should read and follow the Hub's policies and procedures, breaches of which will be taken seriously and may result in disciplinary action being taken up to and including summary dismissal.

Policy to be reviewed:

February 2028

Appendix One

Code of Conduct (Behaviour Relating to Incidents of Safeguarding/Concern)

The Hub expects everyone who works with us (staff, partner organisations, and volunteers) to follow the guidelines that cover all aspects of our activities. These are:

- Treat everyone with respect.
- Provide an example you wish others to follow.
- Respect people's right to personal privacy.
- Provide access for people to talk about any concerns they may have.
- Support children, young people and vulnerable adults to create a safe environment where they feel comfortable to talk about attitudes or behaviours they do not like.
- Avoid situations that compromise your relationship with children, young people and vulnerable adults, which are unacceptable within a relationship of trust.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Recognise that caution is required even in sensitive moments of listening, such as when dealing with bullying, bereavement or abuse.
- Do not have any inappropriate physical or verbal contact with others.
- Do not jump to conclusions about others without checking the facts.
- Do not show favouritism to any individual.
- Do not make suggestive remarks or gestures, even in fun.
- Do not let suspicions, disclosure or allegations of abuse, go unrecorded or unreported.

Appendix Two

Disciplinary Procedures

The Hub will follow the procedures as set out by ACAS (Advisory, Conciliation and Arbitration Service)

<https://www.acas.org.uk/acas-guide-to-discipline-and-grievances-at-work>