

Thriveology Wellness CIC

Code of Conduct.

March 2026



CODE OF CONDUCT

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OUR VISION

At Thriveology our aim is to create an inclusive world of neurodiverse children, young people and their families, prioritizing mental health, education and wellbeing. We believe that every young person should have access to a safe and inclusive environment where a young person feels valued and empowered to reach their full potential. Through our unwavering commitment and passion, we strive to make a lasting and positive impact on the lives of children and young people that are neurodiverse and/or have mental health difficulties. Together we can create a more inclusive and supportive society for all children, young people and their families.

PURPOSE

This Code of Conduct aims to establish a set of principles which underpin the expected conduct of staff and volunteers at Thriveology Wellness CIC with the intention of encouraging staff and volunteers to achieve the highest standards of conduct at work and of minimising the risk of improper conduct occurring.

The organisation requires that all staff have read, comply with and sign the Code of Conduct each year. Where clarification is needed on any aspect of this document, this should be sought from the Company Director.

Breach or failure to observe the provisions of this document may lead to action being taken under the organisations disciplinary procedure policy.

This document is available to all staff and volunteers and is provided on induction to all new members of staff and volunteers.

The Code of Conduct is not exhaustive in defining acceptable and unacceptable standards of conduct and behaviour and in circumstances where guidance does not exist individuals are expected to use their professional judgement and act in the best interests of the organisation and its young people. Staff and volunteers are required to read and sign the Staff/Volunteer Handbook for further details on expectations.

SCOPE

The Code of Conduct applies to:

- all members of staff;
- volunteers;
- casual workers;

References to 'staff' throughout the Code of Conduct refer to all of the above groups.

Any links within this document to other documents are for ease of use and do not form part of this Code of Conduct.

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PROFESSIONAL STANDARDS AT WORK

Staff are expected to demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity. The organisation expects staff to treat each other, children, young people, parents, educators and the wider community with dignity and respect at all times.

Furthermore, staff must have regard for the ethos and values of the organisation as well as its policies and procedures and act in accordance with these at all times, including in their dealings with those who come into contact with the organisation.

Staff must act in accordance with their duty of care to children and young people and ensure that the safety and welfare of them within the organisation are accorded the highest priority. In this and other ways staff should always maintain standards of conduct and behaviour which sustain their professional standing and that of the organisation.

SAFEGUARDING

Thriveology Wellness CIC recognises its statutory and moral duty to safeguard and promote the welfare of children and young people, and understands that staff play a vital role in meeting these responsibilities. Staff must be aware of their individual safeguarding responsibilities, including to provide a safe environment in which children and young people can learn, to be aware of the signs of abuse and neglect, to identify children who are suffering, or are likely to suffer, significant harm and to take appropriate action in such cases to prevent concerns from escalating.

All members of staff must be aware of the organisation's systems for supporting child safeguarding, including the role of the school's Designated Safeguarding Lead (DSL).

The organisations DSLs are: Bobie Jones (Designated Safeguarding Lead) and Aimee Northcote (Deputy Designated Safeguarding Lead).

Staff have a professional duty to report concerns about the welfare of a child or young person. Any such concerns must be raised without delay to the DSL in the first instance or to DDSL, if the DSL cannot be located. In the event that none of the above are available contact the company director on (07500511972) or the Hampshire County Council's Safeguarding team (01962 876364). There should be no delay in reporting a concern if there is risk of immediate serious harm to a child.

Staff are reminded of their duty to report safeguarding concerns about staff. Any concerns or allegations must be raised without delay to the DSL in the first instance.

Staff should be familiar with the school's child protection policy, which is available to all staff on our website and will be provided to all new starters as part of their induction. All staff will

receive appropriate child protection training and will be provided with guidance on child safeguarding as part of their induction.

In accordance with the statutory guidance published by the Department for Education 'Keeping Children Safe in Education', all staff in Thriveology who work directly with children are required to read Part One 'Safeguarding information for all staff'. Those staff who do not work directly with children are required, as a minimum, to read Annex A (a condensed version of Part One). Staff will be provided with either Part One or Annex A, as applicable, as part of their induction.

The full document is available via www.gov.uk and on our school website.

Further information is found in the guidance document 'The avoidance of unnecessary contact and allegations' and in 'Guidance for safer working practice for those working with children and young people in education settings' (May 2019) provided by the Safer Recruitment Consortium.

APPROPRIATE RELATIONSHIPS

Pupils

Individuals who work or volunteer are in a position of trust. Staff should be mindful of the need to maintain professional boundaries appropriate to their position and must always consider whether their actions are warranted, proportionate, safe and applied equitably.

Staff should act in an open and transparent way that would not lead any reasonable person to question their actions or intent. Staff should think carefully about their conduct so that misinterpretations are minimised.

Staff must avoid unnecessary physical contact with children. Where physical contact is essential, e.g. for safety reasons, the child's or young person's permission must be gained for that contact wherever possible. If physical contact is made to remove a child or young

person from a dangerous situation or an object from a child or young person to prevent either harm to themselves or others, then this should be recorded and reported to the Company Director and DSL. In cases where accidental physical contact was made, it should be reported to Company Director and DSL.

Any sexual behaviour by a member of staff with or towards a child or young person whether inside or outside of work is unacceptable. Staff are reminded that under the Sexual Offences Act 2003, it is a criminal offence for a person aged 18 or over to have a sexual relationship with a child under 18, where that person is in a position of trust in respect of that child, even if the relationship is consensual. Keeping Children Safe in Education defines a child as everyone under the age of 18.

Parents

Staff are expected to interact with parents in a polite and respectful manner and recognise parents' entitlement to express any concerns they may have about their child's learning, safety or wellbeing. Staff should avoid discussing matters with parents outside the organisation if approached and should instead refer the parent to the normal communication channels.

USE OF I.T. INCLUDING USE OF EMAIL, INTERNET AND SOCIAL MEDIA

It is very important that the organisation is able to keep its data secure. To assist with this, all employees and volunteers are required to comply with instructions that may be issued from time to time regarding the use of organisation -owned computers or systems. If any laptop or devices are provided by the organisation these are permitted for organisational use only.

If you have an Office 365 drop box or similar software, which means organisation data is accessible on portable devices, both organisation's owned and personal, you must ensure data is kept secure and password protected at all times. This includes when working from home on a personal computer.

Your computer password is an important piece of confidential information, and you should treat it that way. Do not share it with others and make sure that it is not written down anywhere where an unauthorised person can find it.

Unauthorised access to any of the organisation's systems will amount to gross misconduct. Any laptop or device provided by the organisation will be returned at the end of employment. Failure to do so will result in the employee or volunteer being charged for the items owed.

Internet Use

Employees and volunteers with access to the internet on organisation-owned devices should use that access responsibly. Excessive personal use during working hours will be treated as misconduct. From time to time the organisation may block access to sites which it considers inappropriate but whether or not a specific site has been blocked, employees and volunteers must not use the internet to view or download offensive or sexually explicit material. Any attempt to do so may, depending on the circumstances, amount to gross misconduct leading to dismissal.

Employees and volunteers must not download any software, plugins or extensions on to organisation-owned devices unless this is first cleared by an appropriate manager. Employees and volunteers should also refrain from downloading music, video or any other entertainment content on any organisation-owned device unless given express permission by the management team to do so, or if it is clearly required as part of Thriveology business e.g. for an event.

Firewalls and anti-virus software may be used to protect the organisation's systems. These must not be disabled or switched off.

Email

All email correspondence should be dealt with in the same professional and diligent manner as any other form of correspondence.

All employees and volunteers have an organisation email account and you should be mindful of the fact that any email that you send will be identifiable as coming from the organisation. You should therefore take care not to send anything via email that may reflect badly on the

organisation. In particular, you must not send content of a sexual, racist or discriminatory nature, junk mail, chain letters, cartoons or jokes from any email address associated with work.

Using a work email address to send inappropriate material, including content of a sexual, racist or discriminatory nature, is strictly prohibited and may amount to gross misconduct. Should you receive any offensive or inappropriate content via email would you please ensure it is properly deleted immediately (and raise any issues with your line manager if necessary).

You should also take care that emails will be seen only by the person intended. Particular care should be taken when sending confidential information that the email has been correctly addressed, marked 'private' /'confidential' and not copied in to those not authorised to see the information. Sending confidential information via email without proper authorisation or without taking sufficient care to ensure that it is properly protected will be treated as misconduct.

Privacy

Monitoring of email usage takes place without notice. You should have no expectation of privacy in respect of personal and business use of email and the internet whilst at work.

While a reasonable amount of personal use of email is acceptable, your email remains the property of the organisation and therefore you should not use your organisation email to send or receive any information that you regard as private. The organisation may, in the course of its business, read emails that you have sent or received - although in the absence of evidence of wrongdoing the organisation will try to avoid reading personal emails if possible.

Social Media

An employee's and volunteer's behaviour on any social networking or other internet site must be consistent with the behaviour required of employees and volunteers generally. Where it is possible for users of a social media site to ascertain who you work for, then you should take particular care not to behave in a way which reflects badly on the organisation.

Inappropriate or disparaging comments about the organisation, colleagues or clients will be treated as misconduct. Because social media interactions can be copied and widely disseminated in a way that you may not be able to control, the organisation will take a particularly serious view of any misconduct that occurs through the use of social media.



You must not operate a social media account or profile that purports to be operated on or on behalf of the organisation without express permission to do so from your manager.

You should not attempt to access social networking sites, such as Facebook/Twitter or similar on organisation computers. This includes during break times.

CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

Staff must ensure that they do not disclose confidential information to anyone who does not have the right to receive it. Where information is disclosed, this should be in line with the principles of the General Data Protection Regulations (GDPR) 2016 and the Data Protection Act 2018. Equally staff should not prevent another person from gaining access to information to which that person is entitled by law. If there is doubt about whether or not to share information, advice must be sought from an appropriate senior member of staff such as the Company Director or Line Manager.

Information obtained during the course of an individual's work should never be used for personal gain or benefit, nor should it be passed onto others who might use it in such a way.

DRESS AND APPEARANCE

All employees or volunteers should dress in a sensible and professional manner appropriate to the work that they do, and with consideration to the health and safety requirements. The organisation will provide its employees and volunteers with relevant uniform suitable for the work they do. Any uniform provided by the organisation will be returned at the end of employment. Failure to do so will result in the employee or volunteer being charged for the items owed.

Where an employee or volunteer dresses in a completely inappropriate way, for example by wearing clothing with offensive images or slogans, then they may be sent home to change. Any time taken to go home, and change will be unpaid.

EQUAL OPPORTUNITIES AND DIGNITY AT WORK

We will regularly monitor the effects of selection decisions and personnel and pay practices and procedures in order to assess whether equal opportunity and dignity at work are being achieved. This will also involve considering any possible indirectly discriminatory effects of its working practices. If changes are required, we will implement them. We will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.

CONDUCT OUTSIDE OF WORK

Normally the organisation has no jurisdiction over employee or volunteer activity outside working hours. Behaviour outside working hours will only become an issue if the activities adversely affect the organisation.

Adverse publicity, bringing the organisation's name into disrepute, or actions that result in loss of faith in the organisation, resulting in reputational damage, loss of business, or loss of faith in the integrity of the individual, will result in the disciplinary procedure being instigated.

The detriment suffered by the organisation will determine the level of misconduct and it will also determine which disciplinary stage is most appropriate to suit the circumstances.

If the actions cause extreme embarrassment or serious damage to the organisation's reputation or image, a decision may be taken to terminate the employment.

The organisation's procedures covering disciplinary hearings and appeals still apply.

DECLARATION OF INTERESTS

Staff should consider carefully whether they need to declare to the organisation any relationship with an individual where this might cause a conflict with the organisation's activities. Where such a declaration is necessary this should be made to the Company Director.

Staff may undertake work outside the organisation, either paid or voluntary, provided it does not conflict with the interests of the organisation nor be at a level which may contravene the Working Time Regulations or affect an individual's performance at work.

WHISTLEBLOWING

The organisation encourages employees and volunteers to raise any concerns that they may have about any wrongdoing at any level within the business. Wrongdoing in this context means any breach of a legal obligation, risk to health and safety, a criminal offence being committed, a miscarriage of justice occurring or likely to occur, damage to the environment, or an attempt to conceal any of the above.

Any initial concern should be raised with your line manager. However, if this is not appropriate then you should contact another member of the management team who will ensure that your concern is properly addressed.

Employees or volunteers who raise a concern which is in the public interest under this policy are entitled not to be subjected to any detriment as a result, however the employee or volunteer must reasonably believe that the disclosure they are making is true.

Even if your concern proves to be unfounded you will be protected against any reprisals from your manager, colleagues or any other employee of the business. Making a deliberately false allegation, however, against the organisation, a fellow employee, volunteer or any other person will be treated as an act of gross misconduct which will usually result in dismissal.

If you are the subject of an allegation of wrong-doing, then you will be informed of the allegation and given every opportunity to explain the situation and put your side of the story. Disciplinary action will only be taken following a full investigation in accordance with the disciplinary procedure.

HEALTH AND SAFETY

The primary duty owed to you by the organisation is to ensure that you are safe while you are at work. Similarly, all employees are obliged to carry out their duties in a safe and responsible manner that does not risk harm to either themselves, their colleagues or any other person.

A detailed health and safety policy/handbook identifying the roles and responsibilities of key staff members for ensuring that the organisation meets its commitment to health and safety is available from your company directors. In addition, there is information on health and safety displayed throughout our premises.

Detailed risk assessments have been carried out on all aspects of the organisation's activities and steps have been taken to ensure that all work can be done safely. Any employee or volunteer who is concerned that any aspect of the organisation's activities poses a risk to health and safety should report this to the nearest available manager immediately. Genuine concerns about health and safety will always be treated with the utmost seriousness and be thoroughly investigated.

Employees and volunteers are required to comply with all instructions rules and procedures concerning matters of health and safety. Failure to do so may amount to gross misconduct.

GIFTS AND HOSPITALITY

There may be occasions where children or parents wish to pass small tokens of appreciation to staff, for example as an end of year 'thank-you', and this is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value or to suggest to children that gifts would be appropriate or desired. Money should never be accepted as a gift.

It is not acceptable for staff to give gifts to pupils and any rewards given to children must be given in agreement with the declared reward practice of the organisation.



Staff should not solicit or accept any gift, hospitality or other reward from external parties which influences the way in which they carry out their duties or leads the giver to expect preferential treatment.

USE OF RESROUCES AND FUNDS

The use of Thriveology's resources, property and equipment is for organisation-related activities only, except where otherwise agreed.

All members of staff must use any public or organisation funds entrusted or handled by them in a responsible and lawful manner.

I have read and understood Thriveology Wellness CIC Code of Conduct.

Signature: _____ Print Name: _____

Review Date: MARCH 2027