



ICENI PARTNERSHIP

CODE OF CONDUCT

A code of ethics and professional conduct outlines the ethical principles that govern decisions and behavior at a company or organisation. They give general outlines of how employees should behave, as well as specific guidance for handling issues like harassment, safety, and conflicts of interest.

Date of Change:	Changed By:	Comments:	Review date:
23.09.19.	CC	General Policy review – no changes required	Sept 20
11.09.20	CC	General Policy review – No changes	Sept 21
20.09.21	CC	General Policy Review – No changes	Sept 22
16.01.23	CC	General Policy Review – No changes	Jan 24

1. Icen Partnership expects the highest level of integrity in actions and relationships, which may affect the organisation and its clients. Your actions should be impartial, supportive, and honest as you conduct official business and be such as to withstand scrutiny without causing embarrassment to the organisation and its stakeholders. A breach of the Code of Conduct may result in disciplinary action, including dismissal.
 - 1.1. You should always remember your responsibility to the clients you serve and ensure courteous and efficient service delivery to all individuals and groups during your work.
 - 1.2. You should also ensure that your personal appearance and demeanour is consistent with the work that you do and will not reflect detrimentally on Icen Partnership. Your conduct and demeanour should be professional and appropriate for the circumstances and employees should not give out any personal details such as address or telephone numbers to clients.
 - 1.3. Employees must not bring alcohol or illegal drugs onto Icen Partnership premises or be under the influence of such substances whilst working.

2. Confidentiality

- 2.1. You should ensure that the interest of clients, colleagues, volunteers and the public remain paramount, and that confidentiality is observed at all times and matters learned as a result of your work with Icen Partnership remains so outside of working hours. Confidentiality is essential to protect the interests of clients.
- 2.2. Icen Partnership is committed to ensuring the correct handling, use, storage, retention, and disposal of confidential information as laid down in the General Data Protection Regulations. It is essential that all documentation, information, and computer systems used within Icen Partnership premises, are protected to an adequate level from events that may jeopardise confidentiality. These events will include accidents as well as behaviour deliberately designed to breach confidentiality. Laptops or files taken out of the office should be always kept under lock and key. Security is the responsibility of all staff, and any infringement may lead to disciplinary action. Employees must be shred any waste of a confidential nature that is no longer required.

3. Risk Assessment

You should ensure that all potential risks are identified and measures and procedures that have been put in place to protect both your clients and you are followed. Protocols and procedures that are in place with other organisations and agencies should be always followed to protect the safety of the client. If you have any additional concerns these should be reported to your line manager.

4. External Working

When other work is undertaken outside of Icen Partnership (paid or unpaid) it is important to ensure that details of the nature of the work are passed onto the line manager and that any potential conflicts of interests are noted. Members of staff undertaking external work should be aware that it is not acceptable to use any of Icen Partnership systems, paperwork or information gained while working for Icen Partnership in any other working environment. When undertaking external work, no explicit or implied impression should be given that the work is being undertaken as part of the Icen Partnership organisation.

5. Declaration of Interests

- 5.1. Icen Partnership needs to be aware of all cases where an employee, or his or her close relative or associate, has a controlling and/or significant financial interest in an activity, case or pursuit which may be in direct conflict with an Icen Partnership client.
- 5.2. Any infringement of any of the above may constitute a breach of contract and any such incident may be handled according to the normal disciplinary procedures and could result in dismissal.

6. Gifts

- 6.1. You must not accept, or be the beneficiary of, any substantial gifts born out of a working relationship developed whilst in the employment of Icen Partnership. If offered a minor gift, for whatever the intention, the matter must be reported to your line manager for approval prior to acceptance. You must also inform your line manager of any offers of hospitality which could be seen as or lead to a conflict of interest. This is for the protection of staff as well as individuals and the organisation.

6.1.1. Example 1: Casual gifts

Casual gifts offered by contractors or others e.g., at Christmas should be politely declined apart from articles of low intrinsic value such as diaries, calendars, mugs etc. In cases of doubt staff should either consult their line manager or politely decline acceptance.

6.1.2. Example 2: Hospitality

Modest hospitality provided it is normal and reasonable e.g., lunches while working visits, may be acceptable.

- 6.2. Financial donations should be forwarded to the Manager so that formal acknowledgements can be made. Staff should decline all other offers of hospitality or entertainment.