

# Code Of Conduct

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Members of the public are entitled to expect the highest standards of conduct from everyone who works or volunteers for Baby Necessities. This Code of Conduct (the “Code”) sets out the standards of behaviour the charity expects of its trustees, employees and volunteers, irrespective of position or role. The Code forms part of your terms and conditions of contract if you are employed by Baby Necessities, and all volunteers, employees and trustees must ensure they have read and comply with the Code.

If you supervise or manage other employees or volunteers you must make sure they know about and understand the Code. If you supervise contractors or other third parties carrying out work for the charity you must make them aware of the Code, and make it clear that they are under a duty to follow the Code.

If the people you supervise behave in ways that are inconsistent with the Code, you must act. You may want to ask your supervisor or the board of trustees for guidance. If you are unsure about any part of Code you should get clarification from your line manager or from the board of trustees.

## **PART ONE – STANDARDS OF CONDUCT**

In performing their duties, Baby Necessities Southampton’s employees and volunteers must act in accordance with the following principles.

### **Honesty and Integrity**

Employees and volunteers should maintain the highest standards or behaviour in the performance of their duties by:

- not using the Charity’s materials in breach of its copyright or other intellectual property rights.
- not doing or omitting to do anything which compromises your safety or the safety of others at the Charity.
- raising concerns about possible wrong-doing and any genuine and reasonable suspicion of wrong-doing as set out in the Code.
- not spending the Charity’s money in a way which is incompatible with the purpose and values of the Charity.
- not using the charities facilities or resources to access or distribute illegal, inappropriate or offensive material.
- in carrying out your duties, ensuring you comply with any legal requirements.
- not using the property, vehicles or other facilities of the Charity for personal use unless properly authorised to do so by your manager or other appropriately authorised person of the trustee board.
- obtaining permission from the board of trustees before accepting an offer of hospitality or a gift, and complying with the Charity’s Donations and Charitable Gifts Policy.
- following the policies, procedures and rules of the charity as notified to you from time to time.

### **Objectivity**

- You must declare any interests that may conflict with your work or the work of the Charity (e.g. other business interests or employment). If any doubt arises as to what constitutes a conflict of interest, employees or volunteers may seek guidance from their line manager or the trustees.
- You must not misuse your official position or information acquired during your time spent working or volunteering with the Charity to further your private interests or the interests of others.
- You must ensure that in carrying out your role you are acting in the best interests of the Charity, and in line with the purpose and values of the Charity.

### **Accountability**

- You are accountable to the Charity for your actions and decisions undertaken during your employment or for the period of your volunteering.
- You must cooperate fully with any internal investigations carried out by the Charity or the investigations of the Charity’s auditors or regulators.

### **Confidentiality**

- You must access and use information (including personal data) appropriately and proportionately, having regard to your data protection obligations and in compliance with the Charity's data protection policies.
- You must treat the Charity's information and data with the appropriate level of confidentiality.
- You must not improperly disclose, during or after your employment or period of volunteering with the Charity, confidential information (whether marked as such or otherwise) gained during the course of your work/volunteering.

### **People**

- You must deal with the public, board of trustees, volunteers and employees sympathetically, efficiently and without bias.
- You must treat people with fairness, dignity, respect and equality.
- Professional relationships with vulnerable adults and with children who are service users must not develop into personal friendships which might impact your impartiality and/or inappropriate relationships.
- You must maintain standards of dress, appearance and hygiene which are appropriate to your role. If you have any questions regarding appropriate attire, please contact your line manager or the trustees for guidance.

### **Representing the charity**

- You must only deal with the media if you are authorised to do so by the board of trustees and in a pre-agreed manner.
- You must not create a false impression that you are authorised to speak for the charity if you do not have the authorisation to do so.

### **If you do not follow this Code**

If you fail to follow the Code you may be subject to disciplinary action (or, in the case of volunteers, be removed from your volunteering position). Please see the Disciplinary Procedure for more information. Depending on the circumstances, including the seriousness of any breach of the Code, a potential outcome of disciplinary action could result in your dismissal with or without notice or payment in lieu of notice.

You must treat this Code seriously, and make sure you understand it. If you do not understand any aspect of the Code or the Charity's requirements with regards to the conduct of employees or volunteers then you should speak to the board of trustees urgently.

## **PART TWO – REPORTING WRONG-DOING**

**You have a duty to report suspicions or knowledge of wrong-doing you become aware of, for example:**

- activities which you believe to be illegal, improper, unethical or otherwise inconsistent with the Code.
- anything which involves – or you think involves – irregularities concerning cash, baby/family equipment stores or any other property of the charity.
- any suspected irregularity in the exercise of the functions of the charity, including unofficial funds.
- Charity trustees, volunteers and employees or any other individuals being involved in potentially fraudulent or corrupt activities, or theft.

You should normally report matters to the board of trustees, giving them enough detail to understand your concerns and to follow them up. You should not report suspicions of misconduct to anyone who you believe is (or is likely to be) involved in the alleged misconduct.

**A note about the internet, social networking sites etc.**

Whenever there are restrictions on what you can communicate to people, or how you should communicate with them, it does not matter whether you are communicating face to face, by telephone, email, through social networking sites, or any of the other means. The rules apply to all ways of communicating.

Inappropriate comments made on social networking sites (whether you have enabled private privacy settings or otherwise) about your roles with the charity, the charity at large or any trustees, volunteers, employees or former trustees of the charity, could amount to a breach of confidentiality. As a result of this, you may face disciplinary action, which could ultimately result in your dismissal with or without notice or payment in lieu of notice.