



Hale Community Centre

Code of Conduct

In keeping with our Vision, to create lasting positive change, Hale Community Centre provides a safe, welcoming and inspiring environment where the whole community is encouraged and enabled to thrive

We provide guidance and support with high standards of ethical behaviour and compliance being essential to protecting the reputation and long-term success of the Hale Community Centre charity.

The Hale Community Centre's Code of Conduct has been created to help staff, consultants, contractors and volunteers understand our core values and the practices expected to support them.'

Through our Values, we are committed to:-

- Building on and increasing our relationship with individuals and organisations who share our values.
- Organisational effectiveness and financial sustainability.
- Providing excellent services for the local community.
- Providing equal opportunities for all and treating everybody with respect.

Our Values – shape behaviour – the way we do things

- Respect for diversity.
- Equality and inclusiveness.
- Integrity and transparency.
- Supporting the vulnerable.

Compliance with these standards of conduct whilst at work is mandatory. All staff, consultants, contractors, and volunteers are required to adhere to our Code of Conduct. Any queries or concerns about the expectations within this document must be raised immediately with the Centre Manager

1. WORKPLACE CULTURE

- 1) We are committed to a safe working environment, where each of us are expected to work to create a culture that is free of: harassment, intimidation, bullying, bias, and discrimination.

- 2) Uphold a duty of care and commitment committed to the protection and safety of everyone who enters our premises including children, young people and adults at risk involved as visitors and/or as participants in all activities and events. We also have a duty to safeguard and support our trustees, employees, consultants, contractors, and volunteers. Refer to the [Centre's Safeguarding Policy dated October 2023](#) for more details.
- 3) Expect that people will report any violations of policies in the workplace, especially safeguarding concerns.

2. STANDARDS OF CONDUCT AT WORK

As a general principle you are expected to:-

- 1) Apply your knowledge, skills, and judgement to the best of your ability to help achieve the Community Centre's vision of providing a safe, welcoming, and inspiring space where the whole community are encouraged and supported to thrive.
- 2) Maintain effective working relationships with other staff, consultants, contractors and volunteers to help achieve our vision – what the world would look like when we are successful:
 - inspires stakeholders to become involved/committed to our enterprise. Not what we are doing but what they want to happen.
 - build a strong, cohesive local community where all thrive (all are supported to thrive).
 - where every individual feels valued, connected and fulfilled.
- 3) Uphold the Community Centre's good name by always promoting its strategic objectives by: -
 - a) provide, users and visitors with the highest standard of service and advice;
 - b) maintain confidentiality over both Users and the Community Centre's records;
 - c) conduct yourself responsibly in all your dealings with users and visitors;
 - d) disclose any personal interest that you may have in a user's affairs;
 - e) dress appropriately and conduct yourself in a professional manner
 - f) always adhere to the Community Centre policies and procedures.
 - g) refrain from conduct that jeopardises the reputation or function of the Community Centre.

3. ACCOUNTABILITY

To be effective, the working relationship between you and the Community Centre must be based on mutual respect and confidence. The Community Centre endeavours to demonstrate its concern and respect for you both as an employee, consultant, contractor and/or volunteer and as an individual, and expects that your behaviour will earn that respect by being responsible, constructive and mindful of others. In particular you should:-

- 1) Comply with all reasonable instructions or requests; Always ask your Line Manager for guidance about any issues that might affect your ability to do your job competently;
- 2) Maintain good relations with all your work colleagues - staff, consultants, contractors and/or volunteers - and avoid obstructive behaviour or actions which threaten the health or safety of others;
- 3) Be honest and open in your dealings with others;
- 4) Comply with all legal, health & safety and other regulations; Refer to the Centre's [Health & Safety Policy dated October 2023](#) for more details.
- 5) Respect the property of HCC or of any other person;
- 6) Advise the Centre Manager of any significant error or omission in your work as soon as you are aware of it
- 7) Do your best to reach and maintain the standards of performance considered appropriate for your work, to apply your skills and knowledge conscientiously and to keep up to date in your technical or professional field

4. EQUAL OPPORTUNITIES AND DIVERSITY

The Community Centre strives to be an inclusive organisation where equality and diversity are valued, respected and built upon. We seek and promote equality and diversity across all aspects of our activities within the Centre.

We are committed to ensuring that existing staff, consultants, contractors, volunteers and or job applicants are treated fairly in an environment which is free from any form of discrimination with regard to the protected characteristics as outlined in the Equality Act 2010.

5. PHYSICAL SECURITY

- 1) Secure your personal belongings in the workplace in a designated area.
- 2) Always wear your identity badge visibly when in the Centre. Do not wear your ID badge outside of work.
- 3) Use security and safety devices that we provide, e.g., passcodes, security on doors, signing in/out systems, etc.

- 4) Ensure you are vigilant and aware of any 'tailgating.' Ask to see people's ID if you do not recognise them and direct them to the Office for assistance. Report any suspicious activity to the Centre Administrator or Centre Manager.

6. DRUGS AND ALCOHOL

- 1) We do not allow the consumption of alcohol in the workplace or during working hours. The exception to this rule would be when staff are guests at staff events. It is of course improper to become intoxicated in public.
- 2) Illegal drugs in the workplace or working hours/events are prohibited.

7. CONFLICTS OF INTEREST

- 1) Trustees have a legal obligation to act in the best interests of the Hale Community Centre charity, and in accordance with the charity's governing document, and to avoid situations where there may be a potential conflict of interest. (Staff, consultants, contractors, and volunteers have similar obligations). Refer to the Centre's Conflict of Interest Policy 1c dated Aug 22 for more information.
- 2) Conflicts of interests may arise where an individual's personal or family interests and/or loyalties conflict with those of the Community Centre. Any conflicts of interest should be declared, and any doubt as to whether a conflict of interest may exist should be discussed the Centre Manager.

8. MANAGE YOURSELF (HEALTH, COMPETENCY ETC.)

- 1) You are expected to look after your own physical and mental health needs.

Manual Handling Operations. More than a third of workplace injuries are a result of manual handling. If you are required to lift or move heavy objects you should ensure that you are aware of the correct procedure to follow. The Community Centre has a range of equipment for staff to support manual handling operations – please ensure that you use these aids.

- 2) If workplace matters are impacting your health and well-being, you are expected to discuss this with the Centre Manager and explore with them what needs to be done and by whom.
- 3) You must tell your line manager as soon as feasible if there are any matters related to your home/family/leisure time that may affect your work at the Community Centre. It is not possible to give exhaustive examples of this but could include care responsibilities, domestic abuse, safeguarding matters, etc.

- 4) You must tell your line manager as soon as possible if you accept a caution from the police or you have been charged with or found guilty of, a criminal offense; another organisation has taken action or made a finding against you; or you have any restriction placed on your practice, or been suspended or dismissed by an employer, because of concerns about your conduct or competence.

9. DATA PROTECTION

Confidentiality is maintained and matters of a personal or business nature are not discussed elsewhere unless on a need-to-know basis. The exception to this is if permission is given to disclose; the law allows for disclosure i.e., there has been a crime suspected, there is a breach of the organisation policies; there are concerns about safeguarding matters or matters related to the public interest (protect public safety or prevents harm) – refer to the [Centre's Data Protection Policy dated October 2023](#) for further details.