



## Employee & Volunteer Code of Conduct

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## 1. Introduction



This document is intended as a guide to assist all staff and volunteers, serving as the basis for our organisational values. It sets clear expectations for professional behaviour, ethics, and integrity, which staff and volunteers are expected to follow when at or representing Oldbury Cottage Care Farm. We believe that maintaining high standards of conduct is essential to fostering a positive work environment, building trust with our attendees, their families and support network, and to promote public confidence in the integrity of OCCF.

Staff and volunteers are requested to read this Code carefully and consider the issues which it raises. The Manager should ensure that all staff and volunteers are aware of the Code's contents and are fully briefed on its implications. Copies of this code will be given to all staff and volunteers.

The Employee and Volunteer Code of Conduct outlines the principles and guidelines that all employees are expected to adhere to. It is designed to help you understand your responsibilities, make ethical decisions, and navigate any challenges you may encounter in your role. It ensures we remain committed to upholding the highest standards of ethical behaviour and professionalism. This code of conduct reflects our dedication to creating a respectful, inclusive, and safe workplace for all employees regardless of position or tenure.

## **2. Conflict of Interest**

Staff and volunteers should avoid finding themselves in a position where duty and private interest's conflict.

This may include staff members and volunteers making online associations or friendships with current service users via social networking or communicating with attendees using social media, texting or email facilities on either their mobile phone or electronic devices.

OCCF does not seek to prevent staff and volunteers unreasonably from undertaking additional employment, but you are required to give your full time, attention and abilities to your duties during your working hours and to act in the best interests of OCCF at all times. Accordingly, you must not, without the written consent of the directors undertake any employment or engagement which might interfere with the performance of your duties or conflict with the interests of OCCF.

Safeguarding the safety of our attendees and the safety and professional integrity of OCCF staff and volunteers should be paramount at all times.

## **3. Specifics of the Policy**



Staff and volunteers are expected to demonstrate consistently high standards of personal and professional conduct such that all stakeholder's confidence in their integrity is sustained.

Staff and volunteers will:

- Be aware of, and follow OCCF policies, systems and procedures. They will communicate through the line management structure, and ensure attendees, families and professionals do likewise (where required).
- Have proper and professional regard for the ethos, policies and practices of OCCF, displaying the highest possible standards of professional behaviour.
- Maintain high standards in their attendance and punctuality at the times agreed with their manager and stated in their contract. Those unable to avoid being late or absent should, whenever possible, give as much notice to the manager so that alternative cover arrangements may be made, in accordance with the Absence Management Policy and Procedure.
- Take care of themselves and others affected by their activity at OCCF, seeking to co-operate with their colleagues, providing support, help and guidance as required by them and their manager, and enable effective communication throughout the organisation.
- Treat attendees, parents/family members, colleagues and external contacts with dignity and respect.
- Observe proper boundaries appropriate to their professional position, showing tolerance of and respect for the rights of others.
- Be aware that professional behaviour and conduct is expected to be extended when representing OCCF outside of work hours or off premises.
- Act appropriately in terms of the views they express – in particular, views that do not align with the ethos, policies and practices of OCCF.
- Obtain permission from the manager:
  - a. Before arranging for any visitors,
  - b. Before incurring any expenditure on behalf of OCCF.

Staff and volunteers will not:

- Use foul or abusive language - avoiding words and deeds that might bring OCCF into disrepute or might undermine colleagues in the perception of others (staff/attendees/parents/carers/community).
- Perpetrate discrimination, bullying, harassment, or intimidation, including physical, sexual and verbal abuse.
- Misuse or misrepresent their position, qualifications, or experience.



- Seek to bring OCCF into disrepute, retaining professional independent objectivity and not promote dogma or political bias to others in their working activities
- Use OCCF resources for disreputable purposes or use their position at OCCF for private advantage or gain.

#### **4. Confidentiality**

Staff and volunteers shall maintain the appropriate levels of confidentiality with respect to attendees and their families, staff / volunteer records / information and other sensitive matters. They should take care not to discuss issues of particularly sensitive matters whilst at OCCF which could cause distress to any staff, volunteers, attendees, parents or carers - in accordance with the company Confidentiality Agreement.

#### **5. Disciplinary**

The following list gives examples of what OCCF would normally regard as gross misconduct likely to lead to summary dismissal. This list is not exhaustive and should be referred to as a guide.

- Theft, fraud, and deliberate falsification of records.
- Fighting, assault on another person, or other physical violence.
- Mistreatment or cruelty to animals, as defined by OCCF.
- Serious breach of OCCF's Safeguarding policies and procedures.
- Serious bullying, violence, harassment or victimisation.
- Deliberate damage to or misuse of OCCF's property.
- Serious act of insubordination.
- Persistent failure to follow reasonable instructions or serious disregard for OCCF's policies and procedures.
- Misuse of OCCF's name or branding.
- Bringing OCCF into serious disrepute.
- Falsification of records, reports, accounts, expense claims or self-certification forms, whether or not for personal gain.
- Serious incapability whilst on duty brought on by alcohol or being under the influence of illegal drugs.
- Serious negligence which causes or might cause unacceptable loss, damage or injury.
- Serious infringement of health and safety rules.
- Criminal conviction (deemed relevant by disciplining manager).
- Unauthorised entry to computer records.



- Deliberate access of internet sites containing pornographic, obscene or offensive materials.
- Serious or repeated occurrences of breaches of confidentiality.
- Unauthorised acceptance of gifts or gratuities.

The following list gives examples of what we would normally regard as misconduct (but not gross misconduct). This list is not exhaustive and should be referred to as a guide.

- Unauthorised or unreasonable absences from work.
- Poor attendance.
- Poor timekeeping.
- Failure to maintain the required standards of behaviour, general performance or dress.
- Failure to carry out reasonable instructions from a supervisor or manager.
- Failure to comply with OCCF's policies and procedures, health and safety regulations, or any other OCCF's operational requirements.
- Misuse of OCCF's facilities or equipment, including telephones, e-mail and the internet.
- Minor damage to company property.
- Repeated instances of minor misconduct.

All details outlined within this policy can be found in the OCCF Employee Handbook and other policy documents, which ALL staff and volunteers are obliged to read and sign. Many of the details can also be found in OCCF Contract of Employment and OCCF Volunteer Agreement.  
Copies of all these documents can be found in the OCCF Office.

## 6. Sign Off

Signature	Position	Date
	Director	
	Director	
	Director	