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CODE OF CONDUCT

1. Purpose of Scope

The primary commitment of the Renewal Programme is to provide excellent services to our service users and external stakeholders in line with our mission to stand alongside those who struggle by inspiring hope and offering opportunities for connection, growth and progress. We strive to work in a way which embodies our values of dignity, inclusion, collaboration and empowerment.

It is essential that all staff (employees, interns, agency workers and any other workers) and volunteers conduct themselves in such a way that maintains public confidence in the Renewal Programme. In addition, the Renewal Programme relies on unity and cooperation among its staff and volunteers to carry out our work effectively. Staff and volunteers should always act with due regard to organisational morale and the wellbeing of everyone they come into contact with, and show respect to service users, colleagues and external stakeholders.

The purpose of this Code is to provide clear guidance on the standards expected from all and it applies to all staff and volunteers of the Renewal Programme.

No Code of Conduct can cover all circumstances that may arise. Emphasis, therefore, is placed on the standards of behaviour which are expected rather than presenting a complete list of rules or possible breaches. So that everyone knows what is expected we have set out below some dos and don'ts for your guidance, and cross-referenced relevant policies throughout this document for further reference.

Any breach of the Code of Conduct will be investigated and may lead to disciplinary action. Further details and examples of those breaches that will be treated as gross misconduct are incorporated into the Renewal Programme's Disciplinary Procedure. Any breaches by volunteers will be dealt with under the Renewal Programme's volunteering policies.

2. General Conduct

The Renewal Programme requires all its staff and volunteers to develop and maintain positive relationships with everybody they come into contact with within the course of their work.

Do ...

- Behave politely, respectfully, reasonably and professionally to all people that you come into contact within the course of your work.
- Co-operate with all reasonable requests and instructions of managers.
- Be co-operative with and supportive of other staff and volunteers.
- Constructively and openly raise ideas, issues, problems and complaints through the many channels that the Renewal Programme has available for this purpose

e.g. one to one sessions with your manager or supervisor, staff surveys, team meetings, the cross-project working group, and through direct communication with our Senior Management Team, our volunteer project manager, our CHIP coordinator, etc. as appropriate.

Do not ...

- Damage the morale of others or their perceptions of the Renewal Programme by repeatedly making negative and non-constructive comments about the Renewal Programme, other staff, volunteers, teams, or service users.
- Spread gossip about other staff members, volunteers, or service users.
- Be critical of other staff, volunteers, or service users to external stakeholders.
- Take any action which undermines others at work.

3. Honesty, Integrity and Avoidance of Conflicts of Interest

High standards of integrity and honesty are expected at all times. This includes being honest when asked appropriate questions by line managers and other colleagues about any matters which have a bearing on your work at the Renewal Programme. Whilst maintaining a non-judgmental attitude to other staff members, volunteers and service users is important, knowingly allowing unethical or unprofessional behaviour to occur is not acceptable.

Do ...

- Complete all the Renewal Programme's documents and records truthfully and accurately. This includes all personnel forms, timesheets, service user records, job references, financial forms and records.
- Report to your line manager or another appropriate manager any suspicion of misconduct by other members of staff or volunteers. Any suspicion of misconduct related to health and safety or safeguarding must be reported to your line manager or a more senior manager immediately and urgently in accordance with our Safeguarding Policy.
- Notify your line manager or a member of the Senior Management Team (SMT hereafter) if you are related to anyone who is within your management span, any senior manager for whom you are within their management span, or another member of your immediate team. In such a situation, a member of the SMT will conduct an assessment in relation to whether this causes any potential conflict of interests and how risks of a conflict can best be mitigated.
- Only provide employment references in line with the Renewal Programme's Reference Policy.
- Follow the Renewal Programmes's Gift and Corporate Hospitality Policy.

Do not ...

- Make malicious or ill-founded allegations or complaints. Where staff or volunteers have made allegations or invoked formal procedures, these will be fully investigated in accordance with the relevant policies. Staff and volunteers raising issues in good faith will not suffer any detriment, even if their allegations are not upheld.
- Abuse your authority in relation to a colleague, a volunteer or service user.

4. Promoting Respect, Equality, Dignity and Inclusion

Respecting others' beliefs, cultures and lifestyles involves maintaining a non-judgmental approach to colleagues, volunteers and service users. This includes accepting that others may have different religious, political or cultural beliefs or sexual orientation and not attempting to impose one's own beliefs on others. It is essential that everyone creates an environment which is supportive and respectful and does not illegally or unfairly discriminate on the grounds of race, sex, marital status, religion or belief, disability, age, sexual orientation, gender reassignment, pregnancy and maternity or any other form of unfair discrimination.

Do ...

- Contribute to a positive working environment free from bullying, harassment, and other unacceptable interpersonal behaviour.
- If engaging in conversations with colleagues on potentially controversial or divisive topics, always exchange views in a polite and respectful way.
- Actively uphold the Renewal Programme's Equality & Inclusion Policy and Dignity at Work policy.
- Notify your manager or an appropriate manager if you witness or are the object of behaviour which is not acceptable (including through social media). Refer to our Grievance policy.

The Renewal Programme will not tolerate any of the following forms of behaviour (including through social media):

- Acts of violence, aggression, threatening behaviour, verbal abuse or malicious cruelty by any member of staff or volunteer.
- Bullying: Unwanted behaviour that a person finds intimidating, undermining, belittling, embarrassing, humiliating or offensive and which is unacceptable by normal standards and is disadvantageous to the individual. Bullying may be persistent or an isolated incident.
- Harassment: unwanted conduct related to a protected characteristic which has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.
- Suggestive, obscene or indecent behaviour or behaviour which may constitute sexual misconduct.
- Inappropriate conduct of a sexual nature in relation to service users, colleagues, work contacts, or in relation to any member(s) of the general public where any instances of the latter is likely to adversely affect the reputation of the Renewal Programme or the safety of its service users.

5. Complying with Duties and Procedures

All staff are expected to carry out the full duties of their job to a high standard of performance, with appropriate support, supervision and training from the Renewal Programme. All volunteers are expected to carry out the tasks agreed with their supervisor and /or the volunteer project manager to the best of their abilities, and

with adequate support, supervision and training from the Renewal Programme.

Do ...

- Complete mandatory training within required timescales, unless your line manager agrees an extension on specific grounds e.g. unavoidable circumstances causing cancellation or delay.
- Comply with all the Renewal Programme's policies and procedures as they relate to terms and conditions of employment, financial transactions, to the work of your department or to your job.
- Co-operate politely and constructively in all the Renewal Programme's activities and events, both internal and external. It is for your line manager or other managers to determine those events and meetings which you are required to attend and participate in.
- Report to a relevant manager any action of misconduct or negligence by other members of staff or volunteers if you become aware of these. Employees who feel that they need to raise serious concerns should also refer to the Whistleblowing Policy.

Do not...

- Engage in any acts of general or gross misconduct, as defined in the Renewal Programme's Disciplinary Policy.

6. Safeguarding and Professional Boundaries

Staff and volunteers must follow and uphold the Renewal Programme's Safeguarding Policy and associated procedures. Staff and volunteers must always maintain professional boundaries with service users. Maintaining professional boundaries ensures that service users, staff and volunteers are protected, promotes consistency and objectivity in the way we support service users, and minimises the risk of concerns and complaints.

We actively encourage service users' involvement in the running and design of activities. When service users hold volunteering roles with the Renewal Programme, staff are required to maintain the necessary professional boundaries with them as they would with any other service user. Socialising outside work with service users is never acceptable.

Do ...

- If required for your role, take responsibility for ensuring that you complete DBS paperwork and supply the supporting documentation within the timeframe designated by the Renewal Programme.
- Inform your line manager or a member of the Senior Management Team if you suspect or become aware of a breach of the above procedures by any person.
- Maintain professional boundaries if you unexpectedly meet a service user in an out of work social setting. Any conversation should be friendly but brief and you should report any concerns arising from the contact to your manager.

Do not ...

- Strike up social relationships or social contact of any kind outside of the formal professional relationship with any service user or active referral for the Renewal

Programme's services.

- Use your personal phone or e-mail account to communicate with service users.
- Make or accept contact with a service user over social media in a personal context (e.g. from your personal account on Facebook or Instagram).
- Have unnecessary or inappropriate physical contact with service users.
- Borrow money from service users, ask them to carry out paid or unpaid work or services for you, gamble with them, or give them gifts.
- Make personal loans to service users.
- Enter into any business arrangement with a service user

7. Health and Safety at Work

It is the statutory duty of all employees to take reasonable care for their own health and safety and that of their colleagues, the Renewal Programme's volunteers, service users and visitors; and to co-operate with the Renewal Programme as the employer to enable its statutory duties to be performed.

Do ...

- Familiarise yourself and comply with the Renewal Programme's Health & Safety Policy and Procedures at all times.
- Complete any returns or requests for information within the timescales stipulated in connection with the management of health and safety at the Renewal Programme.
- Conduct all regular health and safety activities and checks delegated to you within the terms of your role.
- Raise any health and safety concerns immediately with your manager or another appropriate manager.

8. Confidentiality

All staff and volunteers have a responsibility to protect the confidentiality of personal data (including information relating to our service users, donors, staff, volunteers, and trustees) and any of the Renewal Programme's information that is commercially sensitive. Such data must only be divulged in the course of proper performance of an employee's duties and must always be done proportionately and fairly.

Do ...

- Abide by the Renewal Programme's Data Protection policy at all times.
- Report to your line manager or to a member of the Senior Management Team if you find that you have access to systems or data to which you are not authorised, so that access can be removed.

Do not ...

- Share any personal or confidential information about service users, staff, or volunteers unless it is necessary as part of your role and duties.
- Read, review or otherwise access service user information unless you are directly working with them or have a legitimate reason to do so in the performance of

your duties.

- Send any information about service users, donors, staff, volunteers, or other work documents to or from personal email addresses or personal phone numbers.
- Send out copies of the Renewal Programme's policies, strategies and other documents to your own personal contacts or people from other organisations without prior authorisation from the Senior Management Team. This does not apply to documents required by funders, partners, statutory bodies, or other organisations requiring the documents as a legitimate part of the Renewal Programme's normal business with them.

9. Attendance and Timekeeping

The Renewal Programme's expects the highest standards of attendance and timekeeping of all its employees so that service users, colleagues and other stakeholders benefit from the respect, reliability and continuity that ensue. While the absence policy and the leave policy do not apply to volunteers, volunteers are also expected to maintain standards of punctuality and attendance as agreed with their supervisor and /or the volunteer project manager, and to notify them of any planned or unplanned absences, as per the Volunteer policy.

Do ...

- Be on time for work and all work-related activities, training and meetings.
- Obtain authorisation in advance for all absence, in accordance with the Renewal Programme's leave booking arrangements except in the case of sickness, injury or exceptional domestic, personal or travel complications that could not be foreseen.
- Notify and certify your absence for the above reasons in accordance with the Renewal Programme's absence/sickness notification and certification procedures.

10. Use of the Renewal Programme's Property, Equipment and Time

The Renewal Programme's property, equipment and time must be treated with care and only used for authorised purposes. Staff and volunteers are required to abide by the Charity Property Policy and restrict work time or agreed volunteering time to carrying out the Renewal Programme's responsibilities.

Do not ...

- Use the Renewal Programme's work time for personal projects or activities.
- Use the Renewal Programme's mobile phones, land lines, photocopiers or any other equipment or stock (office supplies, etc.) for personal use. Unauthorised removal of the Renewal Programme's property from the office will be treated as theft.
- Use the Renewal Programme's devices to access personal emails or use the internet for personal use, except during your break. It is never acceptable to use the Renewal Programme's devices to access inappropriate content, for example related to pornographic or offensive content.
- Place unauthorised documents on the walls of any the Renewal Programme's office or managed properties; remove or deface authorised documents mounted

in the Renewal Programme's offices or managed properties.

11. Personal Presentation

It is important that staff and volunteers always achieve an acceptable standard of dress and personal hygiene having due regard to the following: the Renewal Programme's public image; business etiquette; the need to promote a productive work environment, and to comply with health and safety standards. Staff and volunteers should wear the appropriate style of dress for the occasion.

Do ...

- Dress appropriately for work, which will involve dressing more formally where the circumstances require it, for example when representing the Renewal Programme externally, or wearing the appropriate clothes and protective apparel when preparing or handling foods. If in doubt as to what is acceptable, please refer to your line manager for guidance.

Do not ...

- Wear clothes which are revealing or may reasonably make others feel uncomfortable.
- Wear any item of clothing with slogans that could reasonably be construed to be offensive.
- Wear badges or display slogans or symbols which indicate or promote political affiliations (e.g. slogans or symbols connected to political parties or groups), or that could be construed as divisive, discriminatory, or disruptive to the workplace. This does not apply to discrete, respectful symbols of solidarity or commemoration, e.g. a remembrance poppy, a pride flag pin badge, a red ribbon, etc.

12. Alcohol, Drugs and Smoking

Staff and volunteers must not be under the influence of alcohol or unprescribed drugs during working hours. Staff and volunteers on prescribed medication should inform their line manager if they have been prescribed drugs which may affect their performance or other people's safety.

Bringing onto the Renewal Programme's premises illegal drugs will be reported to the police.

Smoking or vaping are only permitted in designated outdoor areas as per our [Smoke Free Policy](#)

13. Use of IT Equipment

The Renewal Programme's has a legal responsibility to ensure that its facilities are not used in such a way as to breach legal requirements or infringe individuals' rights.

Staff and volunteers must use the Renewal Programme's e-mail/internet facilities only

within the limited terms set out in the Electronic Communication Policy and in the Social Media Policy. Any misuse of the Renewal Programme's computer resources may result in the Renewal Programme's internal disciplinary action.

Do not ...

- Modify the Renewal Programme's computer equipment, programmes or data without prior authorisation from a member of the SMT.
- Install hardware or software onto the Renewal Programme's network or stand-alone computers.
- Insert any devices brought in from outside the Renewal Programme's into the Renewal Programme's computer equipment.
- Activate any cloud-based applications or services using the Renewal Programme's credentials.

14. The Renewal Programme's Profile and Reputation

The Renewal Programme is a non-political and inclusive organisation. We are a well-respected local charity with strong, enduring links to the Newham community. Our ability to raise the funds we need to continue our work, to develop and improve facilities and services for our beneficiaries, depends very much on maintaining a good profile and reputation. Any conduct which damages the Renewal Programme's reputation would therefore threaten both the services we provide to vulnerable and excluded people and the job security of our staff. This does not include legitimate and legal industrial action.

Do ...

- Ensure that your words and actions do not bring the Renewal Programme's into disrepute, either internally or in any dealings with service users, external agencies or members of the public.
- When attending any external meeting, activity or communicating on behalf of the Renewal Programme promote the organisation in a positive way.
- If you hold or intend to stand for public office, declare this to the Chief Executive.

Do not ...

- Damage the morale of others or their perceptions of the Renewal Programme's by making negative and non-constructive comments about the organisation, other staff, volunteers, or service users through social media or in other communications which are accessible to members of the public. Constructive feedback, positive or negative, should be raised via the appropriate channels.
- Give information to the media about the organisation and its work without consulting a member of the SMT.
- Permit members of the media to enter our premises or introduce them to service users without obtaining approval from a member of the SMT.
- Present your personal opinions online or via social media as official Renewal Programme's lines. If you share information about your work or the Renewal Programme on your personal social media accounts, you should make it clear that the views you express are your own.
- Distribute pamphlets or literature in the workplace which undermine the Renewal Programme's position as a non-denominational and non-political organisation, or

which may cause offence or nuisance to service users, staff, volunteers, or visitors.

- Promote political or religious views while engaged in work for the Renewal Programme or allow own personal, religious, or political views to interfere with your work or impartiality.
- Engage in actions or express views that could be construed as divisive, discriminatory, or disruptive to the workplace.

15. Outside Activities

Although it is appreciated that for the most part staff's outside activities are quite separate from the expectations of them while at work, there will be times when an employee's outside activities do impact on the organisation.

If besides working for the Renewal Programme you also hold another job or volunteer for another organization, it must not affect the work you do for the Renewal Programme or impact your ability to do your job. It must not damage our reputation or have a negative effect on our duties or interests. You must not carry out this extra work or volunteering during the time that we employ you, which includes when you are off sick. You must not use your position as our employee to favour any other organisations which you work for.

Do not ...

- Allow your personal activities to put you in a position where your work and private interests conflict.
- Engage in any activity which conflicts with or acts detrimentally to the Renewal Programme's business or in any way weakens public confidence in the conduct of the Renewal Programme's business. Please note that this does not override any rights or responsibilities as designated under our [Whistleblowing Policy](#).

16. Criminal Proceedings and Convictions

In the case of criminal proceedings or conviction involving a Renewal Programme's employee, the Renewal Programme reserves the right to consider the impact of such proceedings upon itself and the compatibility of the proceedings or offence with the employee's role, and to take appropriate action.

Do ...

- For the protection of all parties, notify the CEO in writing in the event that you are charged with, cautioned for or convicted of a criminal offence. The information will be treated with sensitivity and confidentiality. No action will be taken unless there is a direct impact on your position.

17. Other Relevant Policies and Procedures

Disciplinary Policy
Whistleblowing Policy
Social Media Policy

Health and Safety Policies
Safeguarding Policies
Data Protection Policy



THE RENEWAL PROGRAMME

CHARITY POLICY RULES AND PROCEDURES

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Electronic Communication Policy

Dignity at Work policy