

**CODE OF CONDUCT POLICY**

A guideline for staff, trustees and volunteers

This policy will be reviewed on an ongoing basis, at least once a year. NAPA will amend this policy, following consultation, where appropriate.

Date of last review: 03/05/2021

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**Introduction**This Code of Conduct aims to provide guidelines for all, directors, employees, volunteers, and service contractors, which will help maintain and improve standards, and protect everyone from misunderstanding or criticism. Failure to follow this code will be dealt with under NAPA’s normal disciplinary procedures.

**General conduct**

All employees, classroom assistants, volunteers and trustees should maintain the highest standards of behaviour in the performance of their duties by:

* Fulfilling their role as outlined in their contract of employment and job description to a satisfactory standard
* Performing their duties to the best of their ability in a safe, efficient and competent way
* Following the charity’s policies and procedures as well as any instructions and directions reasonably given to them
* Acting honestly, responsibly and with integrity
* Treating others with fairness, equality, dignity and respect
* Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity
* Communicating respectfully and honestly at all times with colleagues and all persons who interact with NAPA
* Observing safety procedures, including obligations concerning the safety, health and welfare of other people, in line with training provided to them
* Reporting any health and safety concerns even if it is not within their area of responsibility
* Raising concerns about possible wrongdoing in the workplace with the Chief Executive in line with NAPA’s whistleblowing policy
* Directing any questions regarding NAPA’s policies, procedures, support or supervision to their line manager/supervisor
* Addressing any issues or difficulties about any aspect of their role or how they are managed in line with NAPA’s grievance procedures
* Keeping confidential matters confidential
* Exercising caution and care with any documents, material or devices containing confidential information and, at the end of their employment with NAPA, returning any such documents, material or devices in their possession
* Seeking authorisation before communicating externally on behalf of NAPA
* Complying with NAPA’s Information Technology Policy
* Declaring any interests that may conflict with their 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 may seek guidance from the Chief Executive
* Undertaking relevant training to maintain and improve knowledge, skills and work practices
* Maintaining an appropriate standard of dress and personal hygiene
* Disclosing the fact that they have been charged with, or convicted of, a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to the Chief Executive. This may have implications for their employment. For the avoidance of doubt, employees are not required to disclose the fact or details of ‘spent convictions’ under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to NAPA.

Employees, classroom assistants, trustees and volunteers are expected NOT to:

* Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.). See NAPA’s Social Media Policy for more information
* Engage in any activity which may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community)
* Be affected by alcohol, drugs, or medication which will affect their ability to carry out their duties and responsibilities during working hours
* Provide a false or misleading statement, declaration, document, record or claim in respect of NAPA, its volunteers, employees or charity trustees
* Engage in any activity that may damage property
* Take unauthorised possession of property that does not belong to them
* Engage in illegal activity in the workplace
* Improperly disclose, during or after their employment with NAPA, confidential information gained in the course of their work
* Seek or accept gifts, rewards, benefits or hospitality from a third party in the course of their work, which might reasonably be seen to compromise their integrity or personal judgement. (NOTE: Any gift other than a modest token of nominal value should be courteously but firmly declined and should be reported to the Chief Executve. Gifts or hospitality that are generally considered as common business or social courtesies are acceptable only as long as they are reasonable in type, frequency and value. If any doubt arises as to what constitutes a modest token, employees may seek guidance from the Chief Executive.

In addition, all staff, trustees and volunteers are expected to work to the following guidelines during the course of their work for the charity:

**Financial Conduct**

You must ensure that you use any funds and resources entrusted to you for the purpose intended and in a responsible and lawful manner. You should seek to safeguard such funds from theft, abuse or waste, and always strive to ensure value for money.

You should be aware of NAPA’s financial regulations and follow the relevant financial policies and procedures.

You must be aware that it is a serious criminal and disciplinary offence to corrupt, give or receive any loan, gift or other reward in return for doing (or not doing) anything, or showing favour (or disfavour) to any person or organisation.

**Disclosure of Information/Confidentiality**

You should not use any information gained in the course of your employment for personal gain, nor should you pass such information on to others.

You need to be aware of NAPA’s Confidentiality Policy and follow its requirements. Personal information about students is the property of NAPA and should **NOT** be taken from the building. Student’s phone numbers must **NOT** be carried in your mobile phone, should this ever be necessary it would only be with the permission of the Chief Executive.

Colleagues or other individual’s information must be regarded as strictly confidential; you should not give their personnel details to anyone without their permission.

Anything discussed at meetings (what we do/how we do it/and why) must not be discussed with anyone outside of NAPA. This would be classed as a breach of contract and could affect you working here.

As a registered charity NAPA must act in an open and accountable way, particularly with regard to user and volunteer involvement. If you are at all uncertain about what information can be made public, you should discuss it with the manager.

**Relationships**

You are expected to achieve and maintain professional working relationships with colleagues, students, parents, and the general public. Mutual respect between yourself and these groups of people is essential.

Close personal familiarity should be avoided. Contact with students should only be in connection with the classes they attend at NAPA. Communicating with students on Facebook is **NOT** acceptable and could warrant a disciplinary warning.

You must never allow yourself to be compromised or taken advantage of, because of your relationship with a person. In the provision of resources or services you must maintain absolute impartiality and avoid any conflict of interest.

You should always ensure courteous, efficient and impartial service delivery to all groups and individuals.

All relationships of a business or private nature with contractors, suppliers and consultants should be made known to the Chief Executive as set out in the Conflict-of-Interest Policy. Contracts must be awarded on merit by fair competition and no special favour should be shown to any business/person.

You should not use for private purposes any suppliers or contractors used by NAPA. Where this is unavoidable you should obtain the Chief Executive’s consent before doing so. Such consent should not be unreasonably withheld.

**Employment**

If you are involved in the recruitment and selection of staff, you should ensure that appointments are made on the basis of merit and in line with NAPA’s Recruitment Policy.

To avoid any possible accusation of bias, you must not be involved in any recruitment if you are related to an applicant or have a close personal relationship outside of work. Even if you are not involved in the recruitment process, you should declare any such relationship to the Chief Executive.

The same provision applies when dealing with cases of promotion, pay, grievance, discipline etc.

All employed staff must consult their manager before taking up additional employment, including self-employment. You should be clear about your contractual obligations and not take outside employment which conflicts with the interest of the NAPA.

Please speak with the Chief Executive if more clarification is needed.

**Equality**Equality is one of NAPA’s key corporate values. You should ensure that the Equal Opportunities Policy is complied with, both in the letter and the spirit, at all times.

Equality issues affect every area of your employment - provision of services, employment, purchasing decisions, etc. All members of the local community, students, and fellow employees have a right to be treated with fairness and equity. You should also refer to NAPA’s Harassment Policy for more information.

**External Activities**

Your activities outside of the workplace are your own business but, in some circumstances, could overlap or conflict with the interests of NAPA. If you are in any doubt you should declare the matter to the Chief Executive.

You must obtain written permission before undertaking outside activities if your official duties overlap in some way with the proposed activity, if it arises through your work, or if it makes use of material to which you have access by virtue of your position. This applies to both voluntary activity and paid work.

No paid work for another organisation or individual of any sort should be undertaken at your workplace and you should not make use of any office facilities (telephone, postage etc.) in connection with such work. This includes receipt of electronic correspondence and incoming telephone calls.

If you are offered payment for writing or speaking on work-related activities as a result of your job, the sum obtained must be paid to NAPA.

You must avoid any activity in the public arena which could bring NAPA into disrepute.

You must follow the lawful expressed policies and procedures of NAPA and must not allow your own personal or political opinions to interfere with your work or impartiality.

**Declaration of interests**

You must ensure that your private or personal interests do not influence your decisions, and that you do not use your position within NAPA to obtain personal gain of any sort, either for yourself directly, or for your family, friends, or associates.

If you are present at a staff meeting and an issue is being discussed which poses a conflict of interest for you, you should declare the interest and take no further part in the discussion and decision. You should offer to leave the meeting while the matter is being discussed.

**Review**This Code of Conduct will be reviewed from time to time and policies and guidance may be added or removed in conjunction with the changes of the business.