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Labyrinth House,
258 Westborough Road,
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SEND the Right Message Code of Conduct Policy

The purpose of the Code of Conduct is for employees, volunteers and Trustees is to set out standards of behaviour expected from employees, volunteers, and Trustees of SEND the Right Message.

All employees, volunteers and Trustees should read and comply with this Code of Conduct.

All employees, 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/ or 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.



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- 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.
- Always communicating respectfully and honestly with colleagues and all persons who interact with SEND the Right Message.

Charities Regulator SE GLS 8.2.1 018 Rev 000 Governance Code – Sample Code of Conduct for Employees

- 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 Chair of Trustees in line with SEND the Right Message's whistleblowing policy.



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- Directing any questions regarding SEND the Right Message'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 SEND the Right Message'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 SEND the Right Message returning any such documents, material, or devices in their possession;
- Seeking authorisation before communicating externally on behalf of SEND the Right Message.
- Complying with SEND the Right Message 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 Trustees of SEND the Right Message.

- 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 [insert details/title of appropriate member of charity's personnel]. This may have implications for their employment or volunteering.

1 For the avoidance of doubt, employees and volunteers are not required to Charities Regulator SE GLS 8.2.1 018 Rev 000 Governance Code – Sample Code of Conduct for Employees disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures)

Act 2016 (as amended) to SEND the Right Message.



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Employees, volunteers, and Trustees are expected NOT to:

- Bring the charity into disrepute (including using email, social media, and other internet sites, engaging with media etc.);
- 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 SEND the Right Message., 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 SEND the Right Message Charity, 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 CEO of STRM.

In seeking information from employees about criminal convictions (or the fact that they have been charged with an offence or given the benefit of the Probation of Offenders Act 1907 (as amended)) charities should comply with data protection law and be aware of the limitations on the circumstances in which it is possible to process such information (e.g., see section 55 of the Data Protection Act 2018). It is also important that charities have due regard to the provisions of the Criminal Justice (Spent Convictions and Certain



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Disclosures) Act 2016 (as amended). If a charity has any doubt about its rights and responsibilities in this regard, it should obtain legal advice.

Charities Regulator SE GLS 8.2.1 018 Rev 000
Governance Code –

Sample Code of Conduct for Employees

Gifts or hospitality that are generally considered as common business or social courtesy 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 and volunteers may seek guidance from the CEO.

Where an employee is found to be in breach of the standards outlined in this Code of Conduct, this may result in disciplinary action up to and including dismissal in accordance with SEND the Right Message disciplinary procedure.

The board of charity trustees will review the Code of Conduct for employees at 3-year intervals or as appropriate. The CEO of SEND the Right Message is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers,



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including charity trustees, are expected to facilitate this process.

This policy was adopted by SEND the Right Message Charity	31 August 2021
Date to be reviewed	31 August 2022
Signed on behalf of the provider	
Name of signatory	Vicki Lamb
Role of signatory	Chair of Trustees
Next Review August 2023	31st August 2023