

Code of Conduct

What is the Code of Conduct?

The Code of Conduct is a summary of the values, standards and policies which apply to being a everyone working for the Guildford Town Centre Chaplaincy Street Angels programme (whether employed or as a volunteer). It should be regarded as the minimum standard to which staff and volunteers work and should be read together with other related policies including the Police Protocol, and Health and Safety Police and, Policy on Safeguarding Children and Vulnerable adults. **All staff and volunteers must comply with the Code of Conduct at all time.**

Value and standards

Our values of **selfless service, being non-judgemental, integrity, honesty, professionalism, collaboration** and **excellence** must be at the heart of everything we do. **Safety** of our staff volunteers and those we seek to help is essential. We respect and learn from **diversity** by caring for anyone regardless of who they are and whatever their circumstances and without judging them. Discrimination or harassment will not be tolerated under any circumstances. These values reflect our Christian heritage and beliefs.

Everyone we work with is entitled to a high quality and safe service and to be treated with **respect**. All staff and volunteers have a responsibility to care for those we seek to help and each other. It is important that we demonstrate a positive attitude and promote teamwork and partnership working with other voluntary and statutory agencies. It is equally important that our staff and volunteers enjoy their work and have fun.

Criminal or illegal activity

Any member of staff or volunteer found to be engaging in criminal or illegal activity will be referred to the police.

Drugs and Alcohol

The sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect the performance or behaviour of volunteers or staff is prohibited. Consumption of alcohol, illegal drugs or other performance-impairing substances on the day of and/or during a work shift is not permitted.

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Smoking

Smoking is not permitted by any member of staff or volunteer while they are wearing a Street Angel's uniform.

Health & Safety

All volunteers and staff should be familiar and keep up to date with the Health & Safety Policy contained in the *Volunteer Pack*.

Inclusivity

The Guildford Town Centre Chaplaincy welcome Street Angel volunteers, who support our values, from any or no faith background and Street Angels seek to help and support anyone in need regardless of their faith views. This commitment is underpinned by the following principles:

- Consideration of the individual needs of others regardless of whoever they are and whatever their circumstances.
- Recognition of and respect for the social and cultural backgrounds of all staff, volunteers and members of the public.
- Zero tolerance of harassment and discrimination.

All staff and volunteers are responsible for ensuring that we provide an environment free of harassment and discrimination and where everyone is treated with respect, fairness and equity.

Harassment and discrimination

Neither harassment nor discrimination will be tolerated by the Guildford Town Centre Chaplaincy. Should a member of staff or volunteer believe either harassment or discrimination is occurring they must notify the Coordinator or one of the Trustees. All allegations of harassment and/or discrimination will be promptly and thoroughly investigated. Confidentiality will be maintained. Where allegations are substantiated, appropriate action will be taken to ensure that the harassment and/or discrimination does not continue.

Harassment is behaviour, which is imposed by one person on another. It is unwanted by the recipient. It is unreciprocated. It is one-sided. It is unwelcome and offensive. Harassment can be in written, verbal or physical form and causes another person distress. Harassment is unacceptable and we all have a responsibility to ensure that we do not engage in this behaviour.

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Discrimination can take two forms. Direct discrimination when one person is treated less favourably because of their race, sex, age, sexuality, religion, disability, marital status or responsibility for dependants. Indirect discrimination is when a condition or requirement is applied in a work situation which seems, on the face of it, to apply equally to all but which, in practice, can be met by fewer people from one of the groups listed and is not strictly justifiable in terms of the work required.

Grievance resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. We are committed to encouraging an open environment in which all staff and volunteers can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievance.

Training

Training is an essential and exciting part of staff and volunteers experience. Training for all staff and volunteers is compulsory unless otherwise indicated. Not to be properly trained would be at odds with our values of professionalism and safety.

Most of all enjoy yourself!