
ORGANISATIONAL CODE OF CONDUCT

Why do we need a Code of Conduct?

This policy sets out the expected behaviours which Open Country requires of its staff, volunteers, customers and suppliers in working with and on behalf of the organisation. Our service depends on everyone upholding the following values:

- To respect the needs of both the individual and the organisation as a whole.
- To ensure the safety, security and well-being of all customers, volunteers staff, trustees and suppliers.
- To minimise our impact upon the environment.
- To respect the opinion and views of everyone.
- To ensure that confidentiality of information is maintained at all times.
- To ensure that all equipment used is safe to use, to use such equipment in a safe manner and to report any faults or misuse of the equipment.
- To protect the assets of the organisation.
- To promote the good name of the Charity and not to disparage it or any person associated with the Charity.
- Where relevant, to understand and implement the policies and procedures of the organisation.
- To communicate any concerns in regard to the activities and management of the Charity.

Operational Context:

This Code relates to everyone involved with Open Country and its activities, whether customers, carers, staff, suppliers or volunteers. This Code of Conduct will operate with due regard and reference to other policies e.g. Complaints, Confidentiality, Disciplinary, Grievance, Safeguarding, Volunteer Management and Whistle-Blowing.

Situations or Acts which would constitute a breach of the Code of Conduct:

- Any illegal activity;
- Threats of or actual, physical violence;
- Offensive and/or abusive language;
- Bullying/harassment of anyone on any grounds;
- Use of, or sale of, illicit drugs or alcohol whilst engaged in our activities;
- Inappropriate behaviour due to the influence of alcohol or drugs;
- Breach of confidentiality except for those exceptions highlighted in the Confidentiality & Data Protection Policy;
- Threats of harm to others;
- Failure to comply with established Open Country policies and procedures;
- Any comments, whether written or spoken (including social media), which might bring Open Country reputation into disrepute.

Implementation

Open Country will regularly review and monitor its Code of Conduct, giving due regard to service evaluation.

Everyone in contact with Open Country will be made aware of the Code of Conduct through the induction process (staff and volunteers) or as part of the referral process (customers).

The Code of Conduct will be displayed at all the Centres used by Open Country in providing their services and these are available on request.

Everyone involved in Open Country's services has personal responsibility for the implementation of the Code of Conduct.

Breaches of the Code of Conduct will be dealt with in the first instance by discussion with all concerned parties.

Relevant Open Country policies and procedures may be invoked, e.g. Complaints and/or Grievance and possibly the Disciplinary Policy.

Exclusion from Open Country activities

Participation in our activities is both a privilege and a responsibility but not a right. We will work hard to resolve interpersonal problems on our activities. Sometimes however (in the case of physical assault for example), immediate exclusion is our only sensible option. This will be for a period of time deemed suitable by the Chief Officer. In extreme situations, permanent exclusion may result and this decision may well be final.

The Board of Trustees has ultimate responsibility for the implementation of the Code of Conduct but delegates day-to-day management of the policy to the Chief Officer.

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