

Merton Mencap - Code of Conduct
(for employees, bank workers, agency workers and volunteers)

A. General

1. I will act in accordance with all legislation and all statutory and/or regulatory requirements relating to Merton Mencap's work.
2. I will be loyal to and promote the aims and objectives of Merton Mencap.
3. I will act in accordance with all statements, standards, policies and procedures and codes, of Merton Mencap, with particular regard to Merton Mencap's practice relating to safeguarding children and adults at risk, health and safety and equal opportunities & diversity.
4. I will deal fairly and honestly with my employer, my work colleagues, our service users, their parents/carers, our members and the public.
5. I understand that each person's boundaries regarding physical contact is different, and unwanted physical contact can be very stressful. I will respect the dignity and rights of my work colleagues, our services users and their parents/carers and will avoid unnecessary physical contact with others (save for the proper delivery of care as determined in care plans and risk assessments)
6. I will treat all service users, their parent/carers, our members and my work colleagues with appropriate respect and sensitivity, having regard to their diversity.
7. I will keep confidential all personal information relating to service users or any parent / carers or their respective needs in accordance with *Merton Mencap's Data Protection, Confidentiality and Security of Information Policy and Procedure*

B. Financial or other benefit

8. I will declare any personal interest which might conflict with or be seen by others to affect my ability to perform my duties fairly, honestly and impartially.
9. I will decline, or surrender to Merton Mencap, any gift of any kind offered or given to me as a result of my work for Merton Mencap, unless, because of its token nature, Merton Mencap's Chief Executive expressly consents to its being retained by me.
10. I will not enter into any contract or financial transaction, whether oral or written, with any service user or any parent/carer with whom I come into contact through my work with Merton Mencap, whether in the course of or

outside my work, without prior express permission from Merton Mencap's Chief Executive.

11. I will not be a signatory to or beneficiary of any will or other legally binding document (including any cheque) of any such user or parent/carer with whom I come into contact through my work with Merton Mencap, whether in the course of or outside my work.

C. *Specific Conduct*

12. I will behave appropriately at all times whilst working for Merton Mencap. In particular, I will not smoke or drink alcohol or take any prohibited substance, or be under the influence of alcohol or any prohibited substance, during my working hours, unless permission has been provided (e.g. at a fundraising event)
13. I will ensure that all language and communication used by me in the course of my working with Merton Mencap, whether oral, written or non-verbal, is appropriate to the situation and does not cause embarrassment to or reflect badly on Merton Mencap.
14. I will not make or take personal calls on telephones or mobile phones made available to me through my working with Merton Mencap, save for brief essential calls, which cannot readily be otherwise made or taken.
15. I will not use any computer equipment or facilities (and in particular any e-mail, social media or internet facilities) made available to me through my working with Merton Mencap for any personal matters, save for brief essential communications or uses, relating to an urgent matter which cannot otherwise readily be dealt with.
16. I will not use any car to transport any service user unless an agreement has first been made with Merton Mencap and following Merton Mencap's Transport Policy in full.

I agree to the above code of conduct.

Signed: _____ **Date** _____

Print Name: _____

Audit Guidance

Check	Evidence
Have all staff and volunteers signed this Code of Conduct?	Check HR files for signed Code of Conduct Check Volunteer files for signed Code of Conduct
Has there been any breaches of this Code of Conduct? Was the action taken to manage the breach appropriate?	Ask CEO and Operations Manager whether this Code of Conduct was breached and what action was taken. Check records to ensure that the matter was recorded adequately and the situation resolved appropriately.
Does the Induction & Staff Handbook still include this Code of Conduct? Has an Induction and Staff Handbook been provided to all staff and volunteers, which will act as a useful reference for the Code of Conduct?	Check HR files for evidence of handbook being provided Check Volunteer files for evidence of handbook being provided Speak to staff and volunteers – check whether they are aware of the Code of Conduct and how they can refer to it.