

## **Code of Conduct**

### **1. Expectations and Obligations**

This Code of Conduct outlines the expectations Journey UK has of all those who work for it. This includes Board members and all employees. Throughout this Code, the use of the term “staff” is intended to refer to all of the above groups.

Journey UK exists to serve the church. To do this effectively, it needs an organisation that is competent, efficient and maintains the highest standards of professionalism and honesty in all areas and at all times. It is vital that Journey UK is able to maintain a positive, credible reputation amongst the church, with participants and the general public.

The Code of Conduct should be read in conjunction with the contract of employment, Journey UK policies, team procedures and other relevant documents.

### **2. General Conduct and work with Journey UK participants and volunteers**

Staff must model and promote the following as they carry out their duties:

#### **2.1 Objectivity**

Ensure that responsibilities are carried out impartially and that the decisions taken are fair, based on merit and have sound reasoning.

#### **2.2 Professionalism & Integrity**

Ensure that actions and decisions taken are based on the best interests of participants, the proper use of funds and charitable resources and high standards of professionalism in achieving the overall objectives of Journey UK. Decisions must not be made in order to gain financial or other material benefits for members of staff, their family or friends. Staff must declare any private interests relating to their duties.

#### **2.3 Accountability & Scrutiny**

Accept responsibility for decisions and actions and be prepared to submit themselves to whatever scrutiny is appropriate.

#### **2.4 Openness & Transparency**

Be as open as possible about the decisions and actions that are taken. Information should only be restricted where confidentiality demands.

#### **2.5 Discipleship**

Help Christians grow in a lifelong experiential relationship with God.

## **2.6 Belief**

To act and speak in accordance with Journey UK's beliefs.

## **2.7 Confidentiality**

All information obtained during the course of their work by any member of staff working for Journey UK about Service Users is confidential to the organisation. Disclosure of information may be given where exceptional circumstances override the right of participants to strict confidentiality, e.g. a legal requirement or a legitimate request from the Police. A disclosure might be necessary for the welfare of the participant themselves.

## **2.8 Relationships with participants**

Members of staff should not give their home address to participants. Members of staff should not accept presents from participants, except for small gifts (e.g. inexpensive boxes of chocolates or bunches of flowers). They should not make or receive personal loans or gifts of money to/from participants.

## **2.9 Use of alcohol and other substances**

It is expected that all people working for Journey UK will act responsibly and with maturity. No one may carry out their duties for Journey UK if they have been drinking or using drugs or are/maybe under the influence of alcohol/drugs, and/or are incapacitated through its effects.

All staff are expected to report any breach of these standards to an appropriate person in authority within the line management structure.

## **3. Staff and Team Relationships**

Journey UK recognises that good relationships between those working for Journey UK are essential to its overall success and integrity. Members of staff are expected to treat each other with dignity, courtesy and respect. Intolerance, malicious gossiping, intimidation, harassment and bullying are not acceptable and will be treated seriously.

### **3.1 Mutual support**

Members of staff within Journey UK at all levels are encouraged to offer each other appropriate support, including positive feedback and constructive criticism. Colleagues should not be critical of one another to participants and volunteers, nor should they take action that undermines one another. Colleagues should not be critical of one another to other agencies or organisations.

### **3.2 Confidentiality**

Personal information about those working for Journey UK and those applying to work for Journey UK should remain confidential to those with a clearly established "need to know".

### **3.3 Disputes and Grievances**

When disputes and grievances arise between members of staff, those involved should try initially to resolve them informally, e.g. through one to one discussion. When this fails, the formal procedures should be invoked. Please see the Grievance Policy for details.

### **3.4 Punctuality**

It is essential that all those working for Journey UK in whatever capacity are reliable and punctual.

## **4. Equal Opportunities**

Journey UK is committed to ensuring that all its participants, volunteers and staff enjoy equality of opportunity.

## **5. Health and Safety**

Journey UK has a responsibility to ensure that premises and services are safe for all concerned. Each member of staff is therefore expected to ensure that the Health and Safety Policy is adhered to at all times. Any areas of concern should be reported to the line management.

## **6. Finance**

Journey UK receives charitable funds and recognises that it has a duty to use and account for these resources properly and effectively.

### **6.1 Procedures**

Members of staff must comply with Journey UK's financial policies and procedures in order to maintain financial control. All financial transactions must be properly authorised and recorded, and wasteful or unnecessary expenditure must be avoided.

### **6.2 Donations and other income**

All financial donations and other income should be recorded promptly.

### **6.3 Responsibility for cash and property**

Members of staff must take due care of property and resources at all times. Premises must be secured where appropriate, cash and valuables kept securely, and furniture, equipment, etc., used appropriately. Particular vigilance is required in relation to the handling of cash; use of cash should be kept to a minimum, and cash donations should be banked at the earliest opportunity.

### **6.4 Declaration of interest**

Anybody working for Journey UK who has a financial interest in any organisation or person with whom we are carrying out a transaction must declare that interest.

### **6.5 Contractors**

Any member of staff who has the responsibility to award contracts of employment or business to contractors, consultants or external suppliers should declare any current or past business or private relationships with them to their line manager or the Chair of Trustees. All orders and contracts must be awarded on merit by fair competition in accordance with the principles of equality.

Members of staff should not use any business with which they, their partner, family, or close relatives have some personal or professional connection without first obtaining the informed consent of their line manager. Members of staff should, as far as reasonably possible, avoid the use for private purposes of Journey UK contractors, consultants or external suppliers.

Members of staff are not permitted to order goods for personal use through Journey UK's accounts with suppliers. Nor should they seek advantage, or gifts in kind, or discounts, by virtue of their working for Journey UK. This does not, however, prevent members of staff from ordering goods in a personal capacity from companies that are also, incidentally, Journey UK suppliers. No personal gifts from

contractors may be accepted by members of staff (although donations to Journey UK are acceptable and should be declared in the normal way).

Refer to Journey UK's Finance Policy for further details.

## **7. Journey UK Profile and Reputation**

Conduct, in or outside work or through electronic media, which brings Journey UK into disrepute is unacceptable, and will be dealt with via the Disciplinary Policy. This may include, for example, Journey UK taking action in response to criminal activity outside work.

### **7.1 External activities and representatives**

Everyone who works for Journey UK is expected to be committed to the aims of the organisation. Those who attend external meetings or activities on behalf of Journey UK are expected to promote the work and policies of the organisation.

### **7.2 Media**

Journey UK's work will bring opportunities to engage with the media. Such contact is generally positive and welcomed.

## **8. Politics**

Journey UK is a non-party political organisation. Members of staff working for the organisation should not promote their political views when engaged in work for Journey UK.