

VOCAWAVES Code of Conduct

The purpose of this document is to set out the standards VOCAWAVES expects from all volunteers, staff, and those working with the organisation. A Code of Conduct allows us to do this in an open and transparent way.

IT and Social Use

Please refer to the "IT and Social Policy" for rules regarding what volunteers are forbidden from doing regarding the organisation.

Representing the organisation

VOCAWAVES recognises the importance of work life balance. Whilst we do not intend to restrict outside activities, it is important to remember that activities whether during or outside of working hours which result in adverse publicity to the organisation, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

Fraternisation

Whilst you are encouraged to be friendly towards our clients and the public it is important that volunteers and staff do not cross the professional boundaries. You should maintain professionalism at all times and under no circumstances should become overfamiliar or fraternise with clients and the public in a way that may be seen to disrupt the operations or reputation of the organisation. Staff who are found to have acted unprofessionally or inappropriately may be liable for disciplinary action in line with our "Disciplinary Policy".

Alcohol and drugs

The use of drugs and alcohol during work at VOCAWAVES is not permitted. If a staff member is suspected of use during work, they may be subject to disciplinary action in line with our "Disciplinary Policy". Staff or volunteers suspected of using or dealing drugs will be reported to the police.

Health and safety

Accidents will be recorded as soon as possible. Staff members and volunteers are responsible for ensuring they are familiar with our "Health and Safety Policy", including

the consequences of breaching these. If a staff member or volunteer is attending the premises of a third party, they are required to familiarise themselves with the applicable policies and procedures. Staff members and volunteers should ensure they handle any hazardous materials with care. Breaching any rules regarding health and safety may lead to disciplinary action. A breach may be considered gross misconduct which can result in immediate termination.

Smoking

Smoking is not permitted during any activity conducted by VOCAWAVES. This prohibition extends to the use of e-cigarettes or similar devices.

Bribery

Bribery is, in the conduct of VOCAWAVES' activities, the offering or accepting of any gift, loan, payment, reward or advantage for personal gain as an encouragement to do something which is dishonest, illegal or a breach of trust. Bribery is a criminal offence. No gift should be given, nor hospitality offered by staff members, volunteers, or employees to any party in connection with VOCAWAVES without receiving prior written approval from the committee. Staff members and volunteers will face disciplinary action if it is discovered that they have accepted, offered, or given any bribe, which could include dismissal for gross misconduct. Accepting a bribe also carries separate criminal liabilities for the employee personally and the organisation.

Confidentiality

All information gained during the course of your volunteering is considered confidential for the duration of your volunteering and afterwards. Staff members and volunteers are expected to keep this information confidential, unless required by law not to do so.

Competing with the organisation

Staff members or volunteers who undertake external activities that place them, or could place them, in competition with VOCAWAVES may be subject to disciplinary action. If a volunteer or staff member wishes to undertake other volunteering duties whilst volunteering for the organisation, permission is required from the committee.

Abuse

Given the risk of potential abuse to clients and the public, particularly children and vulnerable adults, all staff members and volunteers are to be aware at all times of the possibility of abuse.

Abuse of clients or the public is regarded by the organisation as an act of gross misconduct and the allegation could result in dismissal, in line with the “Disciplinary Procedure”.

Clothing

As staff members and volunteers are liable to come into contact with clients and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis. Where uniforms are not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times. Upon termination of your volunteering, you will be required to return any uniform that has been provided to you. Failure to return such items will result in you having to pay for them in their entirety.

Identification Cards

ID cards show your name and the name of the organisation. ID cards must be worn at all times when doing work related to the organisation, and you must ensure that they are visible at all times. Upon termination of your volunteering, you must return your ID card. Failure to return such item will result in legal procedures taken.

Property and Equipment

Staff or volunteers who cause any damage to organisation property or property belonging to others in the organisation through misuse, recklessness or carelessness may be required to repay the cost of repair or replacement. Upon termination of your volunteering, you must return all items belonging to the organisation. Failure to return such items will result in you having to pay for them in their entirety, and in the case of personal data remaining on these items legal procedures will be taken.

Searches

VOCAWAVES may require searches to be conducted of staff members or volunteers by authorised persons. The organisation may reasonably request to search a member's person, clothing, bags, lockers, or vehicles. Only an authorised person from the committee will conduct the search, with an independent witness also in attendance. If a staff member or volunteer refuses to permit such a search, the appropriate authorities may be contacted to carry out the search for the organisation.

Failure to permit a search may also result in disciplinary action, and may be considered gross misconduct, thus causing termination.

Personal Responsibility

VOCAWAVES is not responsible for the loss, theft or damage to any personal property brought by staff members or volunteers into venues or stored in our locations. Staff members and volunteers are responsible for the security and safety of their personal possessions at all times. Lost property should be handed to the committee if found.

Environment

VOCAWAVES aims to keep use of consumables to a minimum by promoting the effective and efficient use of equipment, facilities, supplies and services. Staff members and volunteers should make every effort to reduce wastage, recycle, turn off excessive lights or heating/cooling equipment, use water resources appropriately and switch off any electronic equipment which is not in use.

Handling Money

Staff members or volunteers that have been authorised to handle monetary transactions on behalf of the organisation are responsible for those transactions they carry out. If VOCAWAVES suffers any loss due to a monetary transaction where the loss is caused by the carelessness or negligence of a staff member or volunteer, the person authorised will be required to cover the loss where necessary.

Breaches

Breaches to this code of conduct are likely to be regarded as an act of misconduct to be addressed under our "Disciplinary Policy". Some of the above sections indicate the level of offence that could occur if breaches are found.

Gross Misconduct

The following are examples of gross misconduct:

- Unauthorised use of the organisation's assets and equipment
- Insubordination, for example refusal to carry out duties or obey reasonable instructions, except where safety may reasonably be in jeopardy
- Intentional sexual harassment, harassment, or bullying
- Serious breach of rules, policies, or procedures, especially those designed to ensure safe operation
- Divulging or misusing confidential information
- Theft or unauthorised possession of any property of facilities of the organisation or of any staff member or volunteer
- Consumption of alcohol or drugs, or intoxication by the reason for alcohol or drugs, which could affect work performance in any way or have an impact on other staff members or volunteers
- Having illegal drugs in the possession, custody or control of the staff member or volunteer while at work or in any venues
- Defrauding or attempting to defraud the organisation, clients, the public, suppliers, or fellow members
- Unauthorised or inappropriate use of email, internet and/or computer systems
- Falsification of any organisation records including reports, accounts, expenses claims or self-certification forms
- Serious damage to organisation property
- Violent, dangerous or intimidation conduct
- Bringing unauthorised person(s) into premises designated for the organisation
- Conviction of any criminal offense which may render the staff member or volunteer unsuitable for the role
- Serious abuse of timekeeping or attendance procedures
- Failure to follow an organisation standard operating procedure

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