



Code of Conduct Policy (for staff and volunteers) **Mayfield & Five Ashes Community Services (MAYFACS)**

The purpose of the Code of Conduct for Staff and Volunteers is to set out standards of behaviour expected from staff and volunteers of Mayfield & Five Ashes Community Services (MAYFACS). All staff and volunteers should ensure that they have read and comply with this Code of Conduct.

Staff and Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written **role description** to a satisfactory standard;
- Performing their role to the best of their ability in a safe, efficient and competent way;
- Following the charity's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the staff or volunteer in the course of the volunteer's role with MAYFACS through contacting their manager and/or the designated safeguarding lead (DSL) as appropriate (contact details at end of policy).
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Maintaining professional boundaries by ensuring that discussions regarding personal circumstances or private matters are conducted discreetly and outside of shared work environments or public-facing settings;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to staff and volunteers;
- Reporting any health and safety concerns to their manager or lead volunteer;
- Directing any questions regarding MAYFACS's policies, procedures, support or supervision to the staff or volunteer's manager;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with MAYFACS's complaints procedures;



Mayfield & Five Ashes Community Services

Registered Charity No. 1166647

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- Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, staff or volunteers may seek guidance from the Charity Manager or a Trustee;
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with MAYFACS returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of MAYFACS;
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to the Charity Manager. For the avoidance of doubt, staff and volunteers are not required to disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to MAYFACS.

Staff and Volunteers are expected NOT to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while undertaking their role;
- Provide a false or misleading statement, declaration, document, record or claim in respect of MAYFACS, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with MAYFACS ends, confidential information gained in the course of their role with MAYFACS.



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Where a member of staff or volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of MAYFACS's other policies and procedures this may result in the staff or volunteer's position being terminated.

Notwithstanding the foregoing, volunteers should note that MAYFACS may terminate a volunteer's position without cause. Volunteers acknowledge that no employment relationship is created in the context of their role with MAYFACS.

The board of Charity Trustees will review the Code of Conduct for Staff and Volunteers at 3-year intervals or as appropriate. The Charity Manager is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Contact Details:

Designated Safeguarding Lead (DSL) is Lucy Jervis, Charity Manager, manager@mayfacs.org.uk

Trustee Lead for Safeguarding is Miles Smith, safeguarding@mayfacs.org.uk

POLICY No.

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DATE POLICY REVIEWED/REVISED: 1st June 2026 DATE FOR NEXT REVIEW: June 2029

TRUSTEE SIGNATURE: Signed on hard copy

TRUSTEE NAME (Print): C.Kerr (Chair)