

CODE OF CONDUCT POLICY DSDT

	Date	Name/signature
Last updated	2/6/2023	MR
Reviewed by Managing Director on behalf of the trustees	14/6/23	SS
Date for next review	Regul arly	

What is a code of conduct in the workplace?

A code of conduct in the workplace, also known as a workplace code of ethics, is an internal policy document, which contains the rules employers and employees need to follow. The code of conduct provides guidelines about appropriate behaviour for the company's staff. Our charity's code of conduct outlines our organisation's standards, principles, expectations and morals. The charity's code of conduct has been implemented to establish a set of rules for our employees to ensure their behaviour aligns with the company's values. We also expect our service users and stakeholders to adhere to these guidelines.

Why is a code of conduct important?

A company creates a code of conduct to ensure its employees are comfortable in their work environment. A code of conduct typically covers five specific areas: integrity, objectivity, confidentiality, professional behaviour, and professional competence. When employees act respectfully towards their colleagues, they avoid work conflict and can work together peacefully. Here are some reasons why a code of conduct is important:

- It shows a company's value.

- When a company publishes its code of conduct on its website, anyone interested in the company can view the policy to learn about the company's values, ethics, and morals. The types of people interested in the company could include potential employees, customers, or other stakeholders.
- It provides guidelines for workplace behaviour.
- A code of conduct contains detailed rules and expectations to guide employees about appropriate behaviour at work. Certainty about this can help employees develop and maintain better relationships with their colleagues. It can also help maintain professional relationships between employees and their supervisors.
- Ensures compliance with the law.
- It increases employee morale.
- It assists with employee monitoring.

Areas covered in a code of conduct

The primary areas a code of conduct include:

- Company values
- Employee behaviours
- Dress code
- Tardiness and absenteeism
- Work environment
- Leave policy
- Employee break policy
- Conflicts of interest
- Communication
- Harassment
- Reporting of misconduct
- Disciplinary actions
- Illegal activities such as corruption and fraud
- Discrimination

- Confidentiality
- Using company property
- Use of technology
- Plagiarism
- Contact & staff well being

COMPANY VALUES

Our charity exists to offer a range of support services and specialist interventions for children and young people living with Down syndrome (DS). Our main aim is to support the development of our children's skills and improve their lives by providing them with tailor made opportunities to grow and thrive. We achieve this through various ways such as: sports, music, and social support groups for children, training for parents, carers and teachers and by providing vital information and advice. Our charity values and respects its staff, service users, partners and providers and we seek to maintain a positive and encouraging environment to everyone we encounter.

The five basic company values are:

- Integrity
- Objectivity
- Competence
- Confidentiality
- Professionalism

EMPLOYEE BEHAVIOURS

The wellbeing of our employees is of the utmost importance and the charity seeks to make sure that our employees are comfortable and happy in their roles. In return we expect good communication from employees and expect reciprocal respect.

Employees should:



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CODE OF CONDUCT POLICY DSDT

- Always behave in a professional and respectful manner.
- Communicate clearly using polite and respectful words.
- Learn the correct terminology when speaking to or about our children and young people (see terminology following).
- Undertake full training and follow instructions. If employees do not understand their training or instructions or have any questions, they must raise this with senior staff straight away.
- Attend Down syndrome specific and safeguarding training either with our online designated courses or in person with our Managing Director.

Employees should never:

- Be violent or abusive.
- Use offensive, violent, or rude language either spoken or written.
- Never speak about individual service users using their names with anyone other than discussing confidential/work based issues with other members of staff.
- Never disclose the names of our service users to anyone (this is a breach of GDPR).

DRESS CODE

Office employees will wear smart, comfortable clothing.

Activities Assistants will wear suitable comfortable sports clothing such as comfortable exercise trousers and trainers. They will wear DSDT red t-shirts and fleeces which DSDT will provide. Staff will sometimes be asked to use their own

trainers or footwear for Watersports. For formal meetings or public events such as conferences, staff will be asked to wear smart clothing/suits. For events such as local community fundraising, staff will wear comfortable sport clothing and the DSDT t-shirt/fleece. Staff are asked to use their common sense when out and about and wear warm/waterproof clothing and boots in the winter and wear sunscreen and sun hats in the summer.

TARDINESS AND ABSENTEEISM

There may be a valid reason for being late for work. However, if lateness or absenteeism becomes a regular problem, the Managing Director/Operations Manager will discuss the issue and find a solution. Employees are expected to turn up to work in sufficient time to begin work at their contracted start time.

It is important to tell your manager when you won't be in the office/activity at your expected time. Here is how you can communicate your tardiness to your work:

- **1. Reach out as soon as possible:** Let your work know that you're running late as soon as you're able. This will help to accurately plan for the period of time when you aren't yet in the office. Even if you think there is only a small chance that you'll be late, consider reaching out to your manager anyway so they can prepare for your potential tardiness. In either scenario, give your manager your estimated time of arrival. For example, if you have an early morning doctor's appointment that should provide you with enough time to make it to the office before your scheduled

start time, you may want to let your manager know that if the doctor is running behind, you'll be affected and will likely be late too.

- **2. Give an apology:** Apologising to your manager lets them know that you realise your tardiness has the potential to affect operations and how much work your boss and co-workers need to put in to make up for your absence. The apology should be genuine too.
- **3. Tell the truth:** It's important to be honest with your reasoning for running late for work. Even if you feel guilty and want to provide an emphasised story about your situation before work, it's best to let your manager know the real reasoning, whether it's because you overslept or really did get a nail in your tire. There's a lot at stake if you lie and get caught. If this happens, your boss may have a hard time trusting you in the future. Even though it's possible that you being late for an avoidable reason may take some time for your manager to get over, they'll still appreciate the truth and will be more willing to move past your tardiness.
- **4. Thank your boss:** Thanking your boss lets your boss know that you appreciate the understanding and patience they had with you as you made your way to work late. If your manager was especially accommodating, it may make a big impact to mention this.
- **5. Offer solutions:** If you're running late, then your work is

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CODE OF CONDUCT POLICY DSDT

probably affected in some way, whether that means you have less time to complete a project or have to adjust a scheduled meeting with a co-worker. Whenever possible, let your manager know that you intend to make up for your tardiness. Some ways to do that include:

- Offering to stay late to finish your work.
- Saying you'll start working during your commute (as long as you can safely do so).
- Committing to coming in early the next day.
- Offering to take a shorter lunch to make up for the time.
- Accommodating everyone else for a rescheduled meeting.
- Getting notes from a teammate for an important meeting you may have missed.
- **6. Address your workday and responsibilities:** Especially if your manager is in the middle of a large project or is in charge of a number of people, they may not be intimately aware of what exact responsibilities and deadlines you may have for the day. When you notify them you're running late, let them know what, if any, tasks will be affected and which deadlines you may need to adjust, if applicable. At this same time, let your manager know of anyone else at the company who should know you're running late. It may be up to your manager to inform them so they aren't waiting for you at a meeting or expecting something from you by a certain time. Also, give your manager updated expectations for when

you'll be able to complete your work. If your tardiness is minimal and you don't expect it to affect anything, then reassure them of that too

- **7. Proofread your email:** Before hitting the send button, make sure to read over your email so that your message is clear and you know your boss will understand exactly what you're saying. Especially if you're in a rush to tell them you're running late, you could have some errors in your email that can come across as unprofessional. Take an extra minute to make sure your communication is as straightforward as can be.
- **8. Check in with your boss when you arrive:** Once you arrive at work, let your manager know you're there. You can either go to their desk and check in or, if they are unavailable, send them an email to let them know you're in the office. Consider stopping by their desk later to see if there is anything you can do to make up for your tardiness or to give them a status update on how your day is going despite arriving late that morning.

WORK ENVIRONMENT

Work environment: Partners may observe all safety rules and practices, cooperate with officials enforcing these rules and procedures, and take all required precautions to safeguard themselves and other partners. They must also complete safety training and report any accidents, injuries, or dangerous activities or conditions. To strengthen workplace

security, you may be familiar with and follow any work safety information and training provided to you. **Please see our health and safety policy.**

LEAVE POLICY

Employees are entitled to leave as indicated in their contract of employment and as guided by the law. This will vary depending on the type of employee roles. For more information, please go to: <https://www.gov.uk/browse/employing-people/time-off>

<https://www.gov.uk/browse/working/time-off>

EMPLOYEE BREAK POLICY

<https://www.gov.uk/rest-breaks-work>

Overview

Workers over 18 are usually entitled to 3 types of break - rest breaks at work, daily rest and weekly rest.

Rest breaks at work

Workers have the right to one uninterrupted 20 minute rest break during their working day, if they work more than 6 hours a day. This could be a tea or lunch break.

The break doesn't have to be paid - it depends on their employment contract.

Daily rest

Workers have the right to 11 hours rest between working days, eg if they finish work at 8pm, they shouldn't start work again until 7am the next day.

Weekly rest

Workers have the right to either:

- an uninterrupted 24 hours without any work each week
- an uninterrupted 48 hours without any work each fortnight
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A worker's employment contract may say they're entitled to more or different rights to breaks from work.

CONFLICTS OF INTEREST

Conflicts of interest: We must all avoid potential conflicts of interest. When a personal interest or activity interferes with or appears to interfere with the tasks you perform or owe to our company, you have a conflict of interest. Even the most ethical individual can be influenced unknowingly by a conflict of interest. The mere appearance of a conflict can cause a partner's actions or integrity to be questioned. Potential conflicts of interest must be brought to attention through the partner's manager or the vice president in charge of the partner's department or business unit, who will contact the chief ethics and compliance officer, besides the yearly report. Disclosure can be made directly via Business Ethics and Compliance if the partner prefers. Compliance with laws and regulations. We are committed to abiding by all applicable laws, rules, and regulations in the countries where we operate. When performing your duties, you must follow all applicable laws, rules, and regulations. If you believe there is any discrepancy, or if you have a question about the legality of your or your partners' actions, you can consult with a manager or other party via our complaints and concern channel.

COMMUNICATION

Communication shall always be respectful. The nature of our charity means that we need to pay particular attention to language and the words used particularly when discussing Down syndrome. The following terminology should be used:

Correct spelling: **Down syndrome** (not Down's syndrome or Down Syndrome)

"People with Down syndrome" (instead of people living with Down syndrome)

"Other children/young people of their age" (instead of non-disabled peers)

"Provide a short break from caring" (instead of providing parents with 'respite')

If employees are unsure how to say certain words or which language to use they should speak to a senior member of staff who will advise.

HARASSMENT/BULLYING

"Harassment" consists of any unwanted conduct that violates an individual's dignity or constitutes victimisation, or which creates an intimidating, bullying, abusive, hostile, degrading, humiliating, offensive or otherwise uncomfortable environment. This includes harassment related to the protected characteristics of sex, race, national origin, ethnic origin, age, disability, sexual orientation, gender reassignment, religion or belief. It can involve a single incident or may be persistent and may be directed towards one or more individuals. The Down Syndrome Development Trust does not tolerate acts of harassment committed by employees, or by third parties against its employees. Please note that harassment can be a criminal offence, punishable by fines and even imprisonment. Harassment is unacceptable both in the work place and in any work-related setting outside of the work place such as business trips or business-related social events.

If you have been subject to, or have witnessed, any acts of harassment whilst working at the Down Syndrome

Development Trust you must contact [Senay Smallwood](#), Managing Director DSDT or [Marianne Robinson](#) Operations/Office Manager DSDT or one of the following trustees:

Designated Person SENAY SMALLWOOD DSDT DESIGNATED SAFEGUARDING LEAD ON 01323 893323

Deputy Designated person SENIOR DSDT STAFF MEMBER Marianne Robinson, Operations Manager: 01323 890654

Nominated committee member for safeguarding

SENIOR DSDT TRUSTEES (if you do not want to contact [Senay Smallwood](#) or [Marianne Robinson](#)):

- [Guy Passey](mailto:guypassey@guypassey.com)
- [Kristina Veasey](mailto:kristinaveasey@yahoo.co.uk)
- [Joanna Pike](mailto:joannapike.dsdt@gmail.com)
- [Andy Smallwood](mailto:andysmallwood.dsdt@gmail.com)

Please also see our **Disciplinary/Grievance policy** and read through the following government guidances:

<https://www.gov.uk/workplace-bullying-and-harassment>

REPORTING OF MISCONDUCT

Please see our Disciplinary/Grievance policy

DISCIPLINARY ACTIONS

Please see our Disciplinary/Grievance policy

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CODE OF CONDUCT POLICY DSDT

ILLEGAL ACTIVITIES SUCH AS CORRUPTION OR FRAUD

Please see our Disciplinary/Grievance policy

DISCRIMINATION

Please see our Equal Opportunities Policy

CONFIDENTIALITY

Privacy and security: Always keep in mind that we're asking people to put their trust in us with their sensitive data. To keep that trust, each of us must respect and safeguard the privacy and security of that information. Our security protocols place strict restrictions on who has access to and uses users' personal data and require us to secure user information from unauthorised access. Understand your obligations under these procedures; gather, use and access user personal information only as permitted by our security policies, privacy policies, and data protection laws.

Please see our GDPR (General Data Protection Regulations) policy

USING COMPANY PROPERTY/RESOURCES

DSDT provides the tools and equipment needed for staff to do their jobs effectively, but counts on staff to be responsible and not wasteful. Charity funds, equipment, and other physical assets are not to be for purely personal use.

USE OF TECHNOLOGY

DSDT's communication facilities (which include both our network and the hardware that uses it, like computers and mobile devices) are a critical aspect of our

company's property, both physical and intellectual. Be sure to follow all security policies. If you have any reason to believe that our network security has been violated – for example, you lose your laptop or mobile phone or think that your network password may have been compromised – please promptly report the incident to senior DSDT staff. For more information, consult [DSDT's Online Safety Policy](#).

Mobile phone use

Staff are asked to refrain from looking at or using their personal mobile phone during work hours. Calls and texting should take place during breaks.

Mobiles devices (i.e. smart watches and tablets) Phones and Cameras policy:

Our charity occasionally takes photos of our young people to record development and to sometimes use in marketing/social media. This is always with the parents explicit written consent and is managed by senior DSDT staff.

For our new project - the Social and Learning hub we are purchasing DSDT mobile phones to be used on the University of Sussex campus by our student unfriend volunteers. This is so that our unfriends have a phone to call senior DSDT staff if needed.

Photos can be taken of our young people ONLY in the following circumstances:

- 1) On a designated DSDT mobile phone (only if given permission by senior DSDT staff)
- 2) When parents have given their written consent (senior DSDT staff will let you know if parents do not want photos of their young person taken)
- 3) If young people are happy for their photo to be taken

The DSDT mobile phone is then handed back at the end of the session to senior DSDT staff who will then manage the images securely.

Staff should :

- 1) NEVER take photos of our young people on their own personal mobile phone or other device
- 2) NEVER send photos of our young people to anyone or upload onto social media

Staff do NOT discuss, email, text any details about the young person you are supporting outside of the activity. Staff receive safeguarding training.

Please let Senay Smallwood or a senior member of staff know if you have any concerns or questions.

- Parents sign consent form for individual uses
- Images are held securely.
- Parents and visitors are asked not to use mobile phones on premises.

Internet use

- Employees should only access the websites they need for business purposes.
- Staff will be provided with a company email address where applicable to use for all charity communications.
- Staff to only access social media sites such as Facebook for charity purposes. Use of social media for personal use should be saved until after work or during a break.
- Some websites are unacceptable at all times, including gambling sites, file-sharing sites, pornography, and those sharing offensive material.

Staff to be aware of the following:

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CODE OF CONDUCT POLICY DSDT

- Phishing websites are fake sites set up to capture sensitive data, like credit card details.
- Cyber-criminals set up websites to steal data or distribute malware, typically promising free software or another attractive offer to lure people in.
- It can be difficult to tell the difference between genuine and fake websites, so ensure all staff remain vigilant.
- Report suspicious activity, and tell someone in authority if you have clicked on a suspicious link or accessed a potentially dangerous website.

Email

You are responsible for the content and maintenance of your email inbox:

- Check email daily and keep within your disk quota: if you exceed your quota no further email will be delivered to you.
- Move messages from the inbox to folders as soon as you can.
- Delete unwanted messages as soon as you can.
- Never assume that you are the only one who can read your email; others may be able to read or access it. Never send or keep anything that you would not mind others seeing.

Communication style

Remember the following guidelines when sending email to mailing lists, etc.:

- Never include the name of a young person or our service users at the header of an email.
- Use initials of a young person or service user rather than their full name.
- Use 'bcc' when you copy in emails to avoid GDPR breach
- Read our GDPR policy (General Data Protection Regulations) policy
- Case studies should never include the real name of the person.
- Follow chain of command procedures for corresponding with superiors. Do not send a complaint via email directly to the top.
- Keep paragraphs and messages short and to the point.
- Focus on one subject per message.
- When quoting another person, edit out whatever is not directly applicable to your reply.
- Abbreviate when possible.
- Be careful when using sarcasm and humour. Without face to face communications your joke may be viewed as criticism.
- Be courteous about what you say about others - email is easily forwarded.
- Limit line length and avoid control characters.
- Do not send large attachments unless they are really necessary.

- Capitalise words only to highlight an important point or to distinguish a title or heading. *Asterisks* surrounding a word may be used to make a stronger point.
- Don't forward personal email to mailing lists or Usenet without the original author's permission.
- Use discretion when forwarding mail to group addresses or distribution lists. It is better to reference the source of a document and provide instructions on how to obtain a copy.
- Cite all quotes, references, and sources.
- The best way to deal with junk mail ("spam" and other unwanted email) is to delete it without replying to the sender.

Social networking

- The informal nature of social media may encourage employees to make inappropriate defamatory comments which may affect the charity's reputation and, in some cases, cause legal issues.
- Specific designated employees will be operating our charity's social networking accounts, overseen by senior DSDT staff
- "Don't post it unless you're sure" Social media backlashes can be created when a company account posts something controversial without thinking through the potential consequences..

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- Employees should not use social networks to comment on our charity or competitors or disclose any business information.

SUBSTANCE ABUSE

Our position on substance abuse is simple: It is incompatible with the health and safety of our employees, and we don't permit it. Consumption of alcohol is not permitted at our offices. Illegal drugs in our offices or at sponsored events are strictly prohibited. If a manager has reasonable suspicion to believe that an employee's use of drugs and/or alcohol may adversely affect the employee's job performance or the safety of the employee or others in the workplace, the manager may request an alcohol and/or drug screening. A reasonable suspicion may be based on objective symptoms such as the employee's appearance, behaviour, or speech.

PLAGIARISM

- Any information published on the internet will normally be protected by copyright.
- The use of software downloaded from the internet is covered by copyright laws.
- Unauthorised copying and sharing of images, films, music and written content is a criminal offence.
- Republishing images or content on social media services (like Twitter or Facebook) can also breach copyright law.
- Information on the charity's website, google drive, computers and any other written material about our services or our work is the property of the

charity and should not be copied or used for personal use.

CONTACT & STAFF WELL BEING

If you have any concerns about anything or would like to speak to a senior member of staff please contact:

Senay Smallwood, Managing Director DSDT or Marianne Robinson Operations/Office Manager DSDT or one of the following trustees:

Designated Person SENAY SMALLWOOD DSDT DESIGNATED SAFEGUARDING LEAD ON 01323 893323

Deputy Designated person SENIOR DSDT STAFF MEMBER Marianne Robinson, Operations Manager: 01323 890654

A staff well-being form can be completed at any time and returned to us so that we can make arrangements to speak with you if you have any concerns.

We ask staff to complete an emergency contact form so that we know who to contact in an emergency when you are working for DSDT.

SENIOR DSDT TRUSTEES (if you do not want to contact Senay Smallwood or Marianne Robinson):

- Guy Passey
guypassey@guypassey.com
- Kristina Veasey
kristinaveasey@yahoo.co.uk
- Joanna Pike
joannapike.dsd@gmail.com
- Andy Smallwood
andysmallwood.dsd@gmail.com

If you have concerns about a child or young person please refer to our safeguarding policy about the best course of action to take.

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