
Code of Conduct

INTRODUCTION

Link UP London strives to maintain an environment for its people in which honesty, integrity and respect for fellow members of staff, volunteers, service users and customers is consistently reflected in personal behaviour and standards of conduct.

The purpose of this Code is to provide clear guidance as to how people who represent Link UP, including staff and volunteers, are expected to conduct themselves. This Code covers some of the most important issues relating to personal conduct and gives a framework for standards and behaviours, but is not intended to be exhaustive. This Code of Conduct should be read in conjunction with your Statement of Terms and Conditions of Employment or your Volunteer Agreement.

If you are unsure of the standards and behaviours expected of you, guidance should be sought from the Directors.

Scope

This policy applies to employees, volunteers, and Directors, and any other persons supporting, providing or delivering services for or on behalf of Link UP London (referred to as “staff” for the purposes of this Code).

Mission

Link UP London builds stronger communities through harnessing professional skills for social good.

Values

- Connection
 - We invest in meaningful relationships where participants gain a deeper understanding of their community and themselves.
- Collaboration
 - We foster cooperation across sectors, backgrounds and professional experiences to deliver high-quality initiatives and opportunities.
- Capacity
 - We promote personal, professional and organisational growth in everything we do.
- Community
 - We support committed people and organisations to create active and cohesive communities.

STANDARDS OF PERSONAL BEHAVIOUR AND CONDUCT

General Obligations for Link UP employees and volunteers

- You must perform your duties with honesty, integrity and impartiality and act in the best interests of Link UP, its service users and customers.

- You must comply with laws and be accountable for your actions and conduct and act with a high standard of integrity, commitment and courtesy.
- You must not conduct yourself in a manner which could reasonably be regarded as bringing Link UP into dispute (this includes involvement in activities that are inconsistent with Link UP and could lead to reputational damage).
- When representing Link UP, you must uphold and promote Link UP's values, objectives and policies. You must not engage in any political or campaigning activity that might compromise Link UP's position or reputation.
- You must ensure that Link UP funds and resources that are entrusted to you are used efficiently, economically and effectively and take reasonable steps to protect Link UP's funds, resources, property and assets from theft, damage and misuse.
- You are expected to provide the highest possible standard of service-to-service users and customers.
- You are prepared to participate in learning and development so that your skills and knowledge are up to date and relevant to the duties that you are undertaking.
- You should bring to the attention of management any deficiency in the provision of service and must report any impropriety or breach of procedure.

Respect for Others

Equality and diversity issues affect every area of our work and all members of the community, service users, customers, suppliers, volunteers and staff have the right to be treated with fairness, dignity and equality regardless of their backgrounds. You must therefore promote equality and diversity by not discriminating unlawfully against any person and by treating them with respect, regardless of their age, gender, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage & civil partnership, pregnancy & maternity.

Link UP is committed to ensuring that everyone is able to work in an environment without fear of harassment, bullying or intimidation and you must ensure that your behaviour whether intentional or unintentional, does not constitute harassment. Link UP will take action against inappropriate behaviour which shows a lack of respect for others or which leads to people feeling threatened.

There is no tolerance for abusive or exploitative conduct on the part of Link UP staff or volunteers. As an employee or volunteer of Link UP London you have a responsibility to ensure that everyone we engage with is protected from harm. It is the responsibility of each member of staff to ensure that their behaviour is appropriate at all times.

As we place volunteers into a large number of charities, this will sometimes include a judgement call on the safety of the organisation and if meetings and/or work should take place at other locations.

Professional Behaviour

In your official or private capacity, you must not conduct yourself in such a manner which could reasonably be regarded as bringing Link UP into disrepute. You must maintain proper and appropriate professional boundaries in the course of your work and how you interact with service users, stakeholders and those you come into contact with. The maintenance of professional boundaries is essential to maintaining Link UP's reputation.

Gifts, legacies and donations

Gifts of a trivial or inexpensive nature may be accepted at your own discretion, but anything with a value above £25 should normally be refused. In exceptional circumstances and with the authority of a member of the Executive Team, a more valuable gift may be accepted for display or disposal by Link UP.

Additional Work by Employees

Your employment contract states that your work with Link UP is your primary activity and you should notify your line manager if you are undertaking, or are planning to undertake, additional employment. With regard to off-duty hours, they are your personal concern, but you must not put yourself in a position where duty and private interests' conflict. Link UP has no wish to unreasonably preclude its staff from undertaking additional work unless that work breaches employment legislation (eg. the Working Time Directive), conflicts with or detrimentally affects the Charity. You should also notify your line manager of any changes to your additional employment.

You must be aware that no outside work of any sort should be undertaken in the workplace and use of facilities for outside work is unacceptable unless otherwise approved by your manager.

Confidentiality

Through your work, you will have access to confidential information relevant to Link UP. You will exercise due care in all matters of official business, and not divulge any confidential information relating to colleagues, work-related matters or any sensitive information unless legally required to do so.

Complaints and reports

Link UP staff and volunteers are obligated to bring to the attention of the relevant manager any potential incident, abuse or concern that they witness, are made aware of, or suspect which appears to breach the Standards contained in this Code.

The term 'whistleblowing' relates to situations in which an employee discloses illegal or unethical conduct within an organisation. Unlike wrongdoing of which the consequences are strictly personal, whistleblowing is set apart by its focus on the public interest. Whistleblowing law is located in the Employment Rights Act 1996 (as amended by the Public Interest Disclosure Act 1998).

Staff members who have a complaint or concern relating to breach of the Code should report it immediately to their line manager. If the staff member does not feel comfortable reporting to their line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member or Director.

LINK UP LONDON PROTECTION OF STAFF AND VOLUNTEERS

Link UP London is made up of its people and looks to protect you. If you feel abused, mistreated or bullied by a client, another staff member or volunteer or feel that their treatment of you is inappropriate in some way, please report it as soon as possible to your manager or a company Director. We will take immediate action to find a solution to resolve this.

Sometimes the charitable organisations we work with are based in locations that can feel unsafe. If a staff member or volunteer is not comfortable meeting at the organisation itself, another location should be agreed or the meeting can take place online.

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