



Bournemouth Council for Voluntary Service

Registered Charity No: 1081381 - Company Reg'd in England & Wales No: 4024662

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CODE OF CONDUCT FOR STAFF

This code of conduct applies to all employees of Bournemouth Council for Voluntary Service. It is not intended to detail all situations which could result in disciplinary action being taken but is intended to draw attention to some specific areas. This code should be read in conjunction with other BCVS staff policies. This code can be varied at any time and does not form a part of the employment contract. Likewise nothing in this code prevents the other policies referred to from being varied. Other relevant documents are included in the Personnel Handbook or copies available on request.

Organisation Reputation

Employees should not seek to undermine, outside of constitutional procedures, agreed policy of the organisation, nor work against the interests of the organisation, nor seek to bring the organisation, its workers or its members into disrepute.

General Conduct

Staff members are expected to treat each other, services users, and all people with whom they come into contact in the course of their employment with respect at all times. They should not denigrate colleagues or adversely criticise a colleague in the presence of third parties save in the context of the appropriate procedures. Should an employee believe that a colleague has behaved in an inappropriate manner they should consider speaking to the employee or to their line supervisor.

Equal Opportunities

BCVS is committed to the principles of equal opportunities and so all employees as part of their terms of employment will adhere to the BCVS Equal Opportunities Policy. Failure to do so shall lead to disciplinary procedures which may lead to dismissal.

Employees are not expected to accept abuse of any kind, either verbal or physical, from service users, visitors, colleagues or anyone else. Behaviour by an

employee will not be deemed disrespectful where it is taken as a reasonable measure to avoid abuse. An example might be to terminate a telephone call where a caller is being verbally abusive.

Conduct During Formal Meetings

The behaviour of participants at a meeting is important to the success of the meeting. Some people may lack the confidence to express themselves fully in a meeting with other people, whereas some find it all too easy to dominate. Effective meetings can be achieved if all individuals are committed to some simple ground rules for behaviour before and during meetings.

Conduct During Informal Meetings

It is just as important that individuals conduct themselves appropriately outside of official meetings since they may be seen as representing BCVS and its views in a number of other circumstances including non BCVS meetings.

Standards of dress and appearance

Staff members represent BCVS when working and as such their appearance reflects on the standards of the organization as a whole. In all cases clothes should be clean and must be appropriate for the nature of the role and specific duty being performed. Male and female employees are expected to achieve the same standard of appearance. Supervisors/managers will provide guidance where clothing is inappropriate.

Conflicts of Interest & Gifts

BCVS has a policy on conflicts of interest, gifts and hospitality which applies to all staff and trustees to ensure a consistent approach. Individuals should be careful not to accept any gift or hospitality which might interfere with or be perceived as interfering with BCVS's business or services. Accordingly, all Staff should declare their interests, and any gifts or hospitality received in connection with their role in the charity.

Use of Telephones, IT and Electronic Communications

The acceptable use of telephones, IT and electronic communications is described in a separate policy to which your attention is drawn.

Date: 1/5/14

Signed:



Chair of BCVS Board

Chief Executive BCVS

Code first agreed: September 2006
Reviewed: 20th March 2014

