Code of Conduct

Version 1.4 (13 October 2026)

Policy

Principles

As an adult working with Good Neighbours UK (GNUK) – whether as a trustee, member of staff or a volunteer – you have a responsibility to ensure that everyone attending GNUK's activities and events, particularly children (under the age of 18) and vulnerable adults, are protected from harm.

GNUK prioritises the wellbeing and care of all people including, staff, volunteers, beneficiaries and those that come into conduct with GNUK through its work.

It is the responsibility of each adult working with GNUK to ensure that:

- their behaviour is appropriate at all times, both inside and outside of the place of work;
- they observe the rules established for the safety and security of children, young people and vulnerable adults;
- they follow the procedures following suspicion, disclosure or allegation of child abuse;
- they recognise the position of trust in which they have been placed;
- the relationships they form with the children, young people and vulnerable adults in their care are appropriate

All persons who wish to work in GNUK, must accept and understand this policy. They must also agree to put GNUK’s policies on safeguarding children and vulnerable adults into practice.

Meeting your responsibilities

To give positive guidance the Code of Behaviour (below) provides a list of 'do's and don'ts to help you ensure that:

- the welfare of the children and/or young people and/or vulnerable adults for whom you have a duty of care are safeguarded;
- you avoid compromising situations or opportunities for misunderstandings or allegations.

- That the office runs smoothly
- Failure to meet these standards can result in disciplinary action.

Code of behaviour

We encourage all staff, volunteers, contractors and partners to report any concerns to the Chief Executive. If the concern is raised against the Chief Executive this should be escalated to the Chair of trustees.

All concerns will be addressed confidentially and this is outlined in GNUKs whistleblowing policy

Incidents can be reported through the GNUK Whistleblowing email

Whistleblowing@Goodneighbours-uk.org. This can be used anonymously.

Do's and Don'ts

✓ **DO** put this code into practice at all times;
✓ **DO** treat everyone with dignity and respect;
✓ **DO** Be punctual
✓ **DO** Adhere to GNUK's Policies on Safeguarding, Whistleblowing and Anti-Fraud Bribery and Corruption
✓ **DO** set an example you would wish others to follow;
✓ **DO** treat all young people equally - show no favouritism;
✓ **DO** plan activities that involve more than one other person being present, or at least are within sight and hearing of others;
✓ **DO** follow recommended adult/young people ratios for meetings and activities;
✓ **DO** respect the right to personal privacy of a child, young person or vulnerable adult;
✓ **DO** avoid unacceptable situations within a relationship of trust, *eg:* a sexual relationship with a young person or vulnerable adult over the age of consent;
✓ **DO** have separate sleeping accommodation for children, young people and adults in any overnight activity;
✓ **DO** allow children, young people and vulnerable adults to talk about any concerns they may have;
✓ **DO** encourage others to challenge any attitudes or behaviours they do not like;
✓ **DO** avoid being drawn into inappropriate attention seeking behaviour, *eg:* tantrums and crushes;
✓ **DO** follow GNUK's 'no alcohol' guidance in the staff handbook
✓ **DO** make everyone aware of GNUK's procedures for safeguarding

- ✓ **DO** remember this code even at sensitive moments, *eg:* when responding to bullying, bereavement or abuse;
- ✓ **DO** keep other members of staff/volunteers informed of where you are and what you are doing;
- ✓ **DO** remember someone else might misinterpret your actions, no matter how well-intentioned;
- ✓ **DO** take any allegations or concerns of abuse seriously and refer immediately.
- ✓ **DO** ensure your conduct online, including on social media, reflects the same standards expected in person, in line with GNUK's guidance on online safety;

- × **DO NOT** trivialise abuse;
- × **DO NOT** form a relationship with a child, young person or vulnerable adult that is an abuse of trust;
- × **DO NOT** permit abusive peer activities, *eg:* initiation ceremonies, bullying;
- × **DO NOT** engage in inappropriate behaviour or contact - physical, verbal, sexual;
- × **DO NOT** play physical contact games with children, young people or vulnerable adults;
- × **DO NOT** make suggestive remarks or threats to a young person, even in fun;
- × **DO NOT** use inappropriate language - writing, phoning, email or internet;
- × **DO NOT** let allegations, suspicions, or concerns about abuse go unreported;
- × **DO NOT** just rely on your good name to protect you.

Code of Conduct Declaration

All Trustees, Employees, Volunteers and associated personnel will complete a GNUK code of Conduct Declaration.

Review Statement:

GNUK reserves the right to review and revise its policies and procedures to comply with any future statutory or legal requirements and to meet the organisation's needs, providing these are within the statutory and legal requirements. The next review is effective after 1 year of policy approval date.