

06 Care Limited

Staff Code of Conduct



All those who work for and use 06 Care Limited's services have a right to be treated with dignity and respect at all times.

06 Care Limited's employees are expected to conform to high standards of behaviour and conduct whilst undertaking their duties. 06 Care staff will work within the Equal Rights Framework and Policy which is in place.

If employees have concerns about the conduct of others they are expected to report their concerns immediately to management.

06 Care Limited value staff who:

- ✓ Are approachable and pleasant
- ✓ Dress and behave in a manner which promotes healthy and safe working practices
- ✓ Show respect for each other's differing backgrounds and experiences
- ✓ Make colleagues and customers feel welcome and valued
- ✓ Listen to others
- ✓ Treat customers with respect and dignity
- ✓ Use language sensitively
- ✓ Are confidential in what they do and appropriately assertive but not aggressive
- ✓ Challenge offensive behaviour
- ✓ Create an atmosphere where people feel able to express their views freely or disagree
- ✓ Care about how language, dress and manner may cause offence
- ✓ Maintain confidentiality of personal information at all times
- ✓ Enable colleagues and customers to contribute
- ✓ Support colleagues and customers who have experienced discrimination/harassment
- ✓ Report concerns about customers/colleagues within their duty of care to management in a timely manner
- ✓ Check out situations where they may be a conflict of interest between personal and professional activities

- ✓ Act in such a way as to promote and safeguard the wellbeing and interests of the customer
- ✓ Take every reasonable opportunity to maintain and improve professional knowledge and competence
- ✓ Avoid any abuse of the privileged relationship which exists with customers and of the privileged access to property, residence or the workplace
- ✓ Never accept any favours or hospitality which might be interpreted as seeking to obtain preferential consideration
- ✓ Never accepts gifts or money from customers
- ✓ Never enter in to any financial arrangements with customers or be a witness, beneficiary of a will or named executor
- ✓ Ensure that no work outside the normal planned hours for 06 Care Limited is undertaken
- ✓ Ensure that this code of professional conduct is adhered to at all times.

This code of conduct is by no means exhaustive. If staff are in any doubt about a situation they must ask for guidance from management.

06 Care Limited aims to:

- Create an organisation where contributions of all staff particularly women, black and Asian colleagues and disabled people, who are under represented are supported and valued.
- To have equality of opportunity for all our staff despite colour, race, age, disability etc.
- To have equality of opportunity for all our customers ensuring access to services needed.
- To provide an environment free of sexual, racial or other forms of harassment.

06 Care Limited will:

- Regularly review and develop our work practices to respond more effectively to changes in our work environment.
- Not tolerate racist, sexist or other offensive jokes, insults, derogatory remarks, harassment or discrimination.
- Consider and where necessary take disciplinary action against individual members of staff who perpetrate or collude with harassment or discriminatory behaviour.

It will be reiterated to all 06 Care staff that their behaviour can affect both customers and colleagues and must remain professional at all times. Staff will also be made aware that their conduct and behaviour outside of work may have serious implications and could result in disciplinary action been taken.

This means that:

- All staff have a responsibility to avoid becoming involved in a personal way in situations which could bring 06 Care in to disrepute.
- Professional and personal relationships must be clearly separated.
- All staff should report concerns about a colleagues behaviour, actions or relationships with a customer immediately to an 06 Care Manager.
- No staff are allowed to consume alcohol during working hours or at any time when this would impede their ability to do their job.
- Individual staff have a responsibility to inform management when their relationship with a customer has moved beyond a strictly professional one.

Any staff member of 06 Care Limited who has been upset, offended or harassed by the behaviour of other staff towards them must report this at once to management.

Any customer of 06 Care Limited who has been offended or upset by the actions or behaviour of a care worker should contact 06 Care Limited.

**Aire Valley Business Centre
Orchard House
Lawkholme Lane
Keighley
BD21 3BB**

Tel. 01535 636662

Fax. 01535 633484

**www.06careltd.com
enquiries@06careltd.com**