

# Quarriers' Professional Code of Conduct

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Issued by Quarriers Human Resources Department

## **QUARRIERS' PROFESSIONAL CODE OF CONDUCT**

### **Mission**

**Quarriers is a Scottish based charity, providing practical support and care for children, adults and families at any stage of their lives. We challenge inequality of opportunity and choice, to bring about positive change in people's lives.**

**As a social care organisation, Quarriers believes that the following values should inform the way we work together to provide our services. Using these values, Quarriers can evaluate itself as an ethical organisation.**

### **Values**

- **We value each person's individuality and respect their total well-being.**
- **We value the development and maintenance of trustworthy relationships, personal and professional.**
- **We value and aspire to the highest standards in managing and delivering our services.**
- **We value the environment and will use our resources wisely, accepting our responsibility to the communities in which we work.**
- **We value a just and socially inclusive society.**

Quarriers expect each staff member to reflect these core values in practice. Quarriers acknowledge, however, that it can be challenging to put these values and principles and the standards that flow from them, into practice. This Code has been developed to help staff faced with ethical decisions and dilemmas that affect their professional conduct.

### **Purpose**

The purpose of the Code of Conduct is:

- to support Quarriers' aim of providing high standards of practice through the behaviour of all staff.
- to summarise for staff a range of expectations which Quarriers has for the behaviour of its staff. These expectations also meet the requirements of external bodies.
- to protect the people Quarriers support, the public and colleagues.
- to promote good professional relationships.
- to protect the reputation of Quarriers.

## CODE OF CONDUCT

### Introduction

The behaviour of each staff member is of the utmost importance at all times. When on duty or on Quarriers' property, each staff member should ensure that, in all respects, her/his standards of behaviour properly reflect those of a professional person in the capacity for which she/he is employed. This includes social service workers adhering to the Scottish Social Services Council's Code of Practice, for England, the General Social Care Council's Code of Practice and Teachers adhering to the practice outlined in General Teaching Council documentation.

When not on duty, it is recognised that the personal time of Quarriers' staff is their own concern. However, staff are reminded that they should avoid compromising Quarriers' reputation or bringing Quarriers into disrepute. They should act in ways which justify public trust and confidence and uphold the good standing of the organisation.

### 1. Ethical responsibility to the people we support

Staff must give paramount consideration to the interests and welfare of the people we support. Quarriers expect all staff to take responsibility for ensuring that the people we support receive the best support possible.

1.1	<p><b>Advocacy</b></p> <p>All staff should listen and respond positively to any comments, concerns and complaints of the people we support. Staff should make every effort to respond to concerns before they develop into complaints.</p> <p>The people we support can be given assistance by staff in expressing and/or pursuing a concern or complaint. The people we support should be made aware of local advocacy services where they are available.</p>
1.2	<p><b>Alcohol and drugs</b></p> <p>Staff should encourage discussion with the people we support about safe and appropriate levels of alcohol consumption. Staff should encourage discussion about the illegality and health risks of the misuse of alcohol and drugs. Staff have a responsibility to report use of drugs by the people we support.</p>

<b>1.3</b>	<b>Anti-discriminatory practice</b>  Staff are expected to recognise and respect ethnic and cultural identity and diversity. They must not act selectively out of prejudice against any people we support on any grounds including sex, race, colour, religion, nationality, age, disability, sexual orientation or any other personal characteristic, which engenders feelings of fear, embarrassment, humiliation, disadvantage or offence on the part of the recipient(s).  Staff will endeavour to recognise the impact of their ethnic identity and culture on their own practice.
<b>1.4</b>	<b>Charter for the People Quarriers Support</b>  All staff are responsible for familiarising themselves with the Charter for the People Quarriers Support and working with colleagues in Quarriers and other agencies to ensure its aims are met.
<b>1.5</b>	<b>Competence/Knowledge</b>  Staff should act only within the limits of their knowledge, competence, confidence and responsibility. In areas where a staff member recognises a lack of knowledge, competence or confidence in relation to those responsibilities, s/he should seek advice from an appropriate person or source.

1.6	<p><b>Confidentiality</b></p> <p>Maintaining confidentiality is a critical part of each staff member's job but staff should never give a guarantee of absolute confidentiality. Discussions on individual's plans, with or without the individual person we support present, should take place in a setting that promotes confidentiality and privacy. Any information about the person we support should, under normal circumstances, only be passed on with the agreement of the person we support and/or parents/advocate.</p> <p>Where, in exceptional circumstances, such as serious danger to the person we support, staff or others in the community, information is passed on without the person we support's agreement, the reasons for doing so must be clearly documented.</p> <p>E-mail must not be used for confidential or sensitive information. Any such breach of confidence must be limited to the needs of the situation at the time.</p> <p>Staff should know the local agreements on procedures for the maintenance of confidentiality within their project or department.</p>
1.7	<p><b>Conflict of interest</b></p> <p>Conflicts of interest between</p> <ul style="list-style-type: none"> <li>• staff and the people we support</li> <li>• people we support, family or members of the community</li> </ul> <p>should be acknowledged and steps taken to remove potential sources of risk, pressure, misunderstanding or accusation.</p> <p>Staff should explore solutions which could resolve or achieve a balance between conflicting or competing needs and interests.</p>
1.8	<p><b>Culture</b></p> <p>Staff will endeavour to obtain a working knowledge and understanding of the people we support's ethnic and cultural identities and of the values, beliefs and customs normally associated with them while at the same time recognising that an individual's own values and beliefs may differ.</p>

1.9	<p><b>Duty of care</b></p> <p>Staff have a duty to protect and promote the physical, emotional and social well being of the people we support, with due regard to the interests of others. Where, in exceptional circumstances, the priority of the person we support's interest is outweighed by the need to protect others and/or self or by legal requirements, the individual we support will be made aware that their interests may be overridden.</p> <p>Staff should pursue any concerns and complaints of an individual we support that they feel have not been adequately resolved.</p>
1.10	<p><b>Empowering individuals</b></p> <p>Staff should encourage the people we support to express their views and wishes, in order to maximise their independence and self-determination.</p> <p>Staff should help the people we support, both individually and collectively, to increase the range of choices open to them and their capacity to make decisions. Wherever possible, this should be achieved by securing the participation of the people we support in defining and obtaining services appropriate to their needs.</p>
1.11	<p><b>Gratuities and gifts</b></p> <p>Where gifts are given to a person we support they should be from the team of people who support that person and not from individual team members.</p> <p>Staff must not accept any inducement, gift or hospitality that may affect or be seen to affect their judgement and the way they perform their role.</p> <p>Under no circumstances should money be accepted by a staff member. Any offer of money as a gift should be reported and recorded.</p> <p>If a person we support expresses the wish to give a gift, staff are asked to make clear that it is preferable that any gift should be for the whole team and not for an individual team member. This matter must be handled sensitively so that the people we support are not offended by what could be interpreted as a refusal of their generosity.</p> <p>If an individual gift is received, it must be recorded in the daily log and in the staff member's file.</p>

1.12	<p><b>Integrity</b></p> <p>Openness and honesty should characterise all interactions between staff and the people we support. When working within a person we support's private space or home staff should respect their property and right to privacy.</p>
1.13	<p><b>Medication</b></p> <p>Staff should support the individual in the safe administration of medication according to Quarriers' Commitments outlined in section 3: Commitments of the Medication Standard.</p>
1.14	<p><b>Personal relationships</b></p> <p>Staff are encouraged to develop and build new relationships for the people we support which are beneficial to them.</p> <p>Where the development of a social network is part of a person we support's individual plan, professional boundary issues should be discussed, if necessary, and clearly documented. Staff should be alert to any staff member attempting to cultivate a "special relationship" with people we support beyond the requirements of their role.</p> <p>Any blurring of professional boundaries, or attempts to be alone unnecessarily with a person we support, should not be ignored by other staff. Staff behaviour must minimise risk of conflict, exploitation or harm by setting and using appropriate professional boundaries.</p> <p>Increasingly Quarriers staff will be supporting individuals in a family home and may be working alongside other family members including children. Quarriers staff should be clear about the professional boundary that is required in such situations and where the lines of accountability lie. Any doubt in this area should be raised with the line manager. Staff personal details including mobile phone numbers are not shared with family members and the people we support and this practice is not encouraged.</p> <p>Quarriers staff should not seek to enter into any independent paid employment or social relationship with the people we support and their family members without fully discussing this in a transparent way with their line manager to explore the issues involved.</p>



<b>1.15</b>	<b>Pets</b>  The people we support, not staff, should determine whether any pets are kept or allowed into a residential service managed by Quarriers. This is subject to the agreement of all those resident in a service; occupancy and tenancy agreement, registration and inspection and health and safety requirements.  Food for pets or pet care costs should not be purchased using Quarriers money unless the pet is part of an approved care plan, i.e. the pet is part of a therapeutic programme.
<b>1.16</b>	<b>Promoting positive behaviour</b>  Staff should enable the people we support to achieve the best quality of life by: <ul style="list-style-type: none"><li>• promoting positive behaviour based on pro-active strategies which minimise the likelihood of challenging behaviour.</li><li>• enabling the people we support to express themselves in ways that do not jeopardise their ability, or that of others, to participate in society.</li><li>• ensuring that, in the event of challenging behaviour, physical intervention is only used to prevent harm to self, others or serious damage to property.</li><li>• preventing the use of any approaches that could be viewed as punitive, demeaning, threatening or intimidating.</li></ul>

1.17	<p><b>Protecting rights</b></p> <p>Staff must recognise the right of every person we support to have their needs understood and their views taken into account and an individual approach taken when planning for their future welfare.</p> <p>It is the duty of all staff to promote the interests of the people we support. No activity or procedure should be undertaken which violates their dignity, rights and value as a human being.</p> <p>Staff must promote anti-discriminatory practice. Staff are expected to take into account the sensitivities of the people we support with regard to sex, race, colour, religion, nationality, age, disability, sexual orientation or any other personal characteristic, which engenders feelings of fear, embarrassment, humiliation, disadvantage or offence on the part of the recipient(s). Staff must guard against the use of discriminatory actions and language. Staff are expected to communicate to the people we support and partner agencies that discriminatory views or treatment will be challenged appropriately.</p>
1.18	<p><b>Reliability</b></p> <p>It is the duty of all staff to work consistently toward agreed individual plan objectives and toward Quarriers standards so that each person we support experiences a consistency of support.</p>
1.19	<p><b>Risk-taking</b></p> <p>Quarriers cannot be expected to create a totally risk free environment. Responsible risk taking is part of development and living a normal life. Staff must, however, ensure that all risks are carefully assessed and monitored.</p> <p>Staff must take a person centred approach to risk taking and a holistic approach to risk management. Staff should avoid conduct or decisions that might be interpreted as reckless and irresponsible. At all times, staff have a duty of care.</p>

1.20	<b>Sexual relationships</b>  Staff must take reasonable steps to protect themselves and the people we support from situations that may lead to accusations of improper contact or abuse.  Staff must not engage in sexual relationships with the people we support.
1.21	<b>Wills</b>  The preparation of a person we support's will is the responsibility of a lawyer. Staff must not act as a witness.

## 2. Ethical responsibilities as professionals

Staff must act professionally at all times and treat people with respect.

2.1	<p><b>Alcohol and drugs</b></p> <p>Staff must not consume alcohol or misuse drugs at work nor should they attend work while under the influence of alcohol or drugs.</p> <p>Staff must not cover up for or collude with colleagues whose behaviour or performance is, or could be, affected by the consumption of alcohol or illegal drugs or substances.</p> <p>Discussion should be encouraged with colleagues about safe and appropriate levels of alcohol consumption and the misuse of drugs.</p>
2.2	<p><b>Assault/violence/abuse</b></p> <p>Quarriers does not condone any form of violence against its staff. Staff should avoid developing an attitude that assumes that accepting violent acts is part of their job. All acts of violence and verbal abuse toward staff should be properly reported, recorded, monitored and analysed as part of promoting a quality service and a safe working environment.</p> <p>Quarriers staff should ensure;</p> <ul style="list-style-type: none"> <li>• a culture and environment in which people supported by the organisation, their family members and carers know that bullying and harassing others are unacceptable.</li> <li>• that they actively promote the principles of dignity, privacy, choice, safety, realising potential, equality and diversity.</li> </ul>
2.3	<p><b>Confidentiality</b></p> <p>Staff will record information impartially and accurately, recording only relevant matters and specifying sources of information.</p> <p>The sharing of information across agencies and professions is to be done with due regard for confidentiality and the privacy of those to whom the information refers. If a staff member is in doubt at any time about sharing information, guidance must be sought from the relevant line manager who may from time to time issue specific guidance which must be followed.</p>

<b>2.4</b>	<p><b>Concerns and complaints</b></p> <p>Staff should familiarise themselves with the Concerns and Complaints Standard of the Organisation.</p>
<b>2.5</b>	<p><b>Contracting</b></p> <p>Staff must declare in writing to the line manager any relationship of a business or private nature which could be called into question in relation to dealings with contractors, sub-contractors or suppliers.</p> <p>Line Managers must pass this information on to the relevant service director.</p> <p>Staff with access to confidential information on tenders or costs for contractors, sub-contractors and suppliers must not disclose that information to any unauthorised individual or organisation.</p> <p>If there is any doubt about the legitimacy of passing on information, seek advice from the relevant line manager.</p> <p>Only the Director of Finance and the Senior Finance Manager are authorised to sign contracts on behalf of Quarriers unless other staff are so directed by the Chief Executive.</p>
<b>2.6</b>	<p><b>Duties</b></p> <p>Staff are expected to carry out their duties in a professional, responsible and conscientious manner and to be accountable for their official conduct and decisions.</p>
<b>2.7</b>	<p><b>Gifts and hospitality</b></p> <p>Staff must not exploit professional relationships for financial or material advantage.</p> <p>Items of token value, e.g., pens, diaries, calendars may be kept.</p> <p>Offers of hospitality should not be accepted unless the answer 'Yes' can be given to the following questions:</p> <p>'Can I justify this?'</p> <p>'Can I be sure I will not be subject to legitimate criticism?'</p> <p>If in doubt, the advice of the relevant line manager should be sought.</p>

2.8	<p><b>Medication</b></p> <p>While at work, staff are responsible for keeping personal medication, prescribed or non-prescribed, secure.</p>
2.9	<p><b>Misuse of organisational resources</b></p> <p>Staff must do all they can to conserve resources and avoid the misuse or abuse of resources. Resources include:</p> <p><b><u>Time</u></b> Conserve time by good planning, prioritising tasks and effective use of meetings; poor attendance at meetings, lateness, extended breaks must not occur.</p> <p><b><u>Information</u></b> Communicate information effectively and responsibly; do not misuse information in any way. Breaches of confidentiality must not occur.</p> <p><b><u>Records</u></b> Keep all records safe, maintain good recording systems and accurate recording; recorded information and judgement must have clear evidence in support. Falsifying records is a serious disciplinary offence which may result in dismissal</p> <p><b><u>Money</u></b> Use all money responsibly and clearly account for all expenditure; any misuse or theft of Quarriers' or the people we support's money is a serious disciplinary offence which is likely to result in dismissal and criminal charges.</p> <p><b><u>Property</u></b> (including vehicles) Respect and use properly all Quarriers' and people we support's property and equipment; there must be no misuse of property and/or equipment which is or even could be interpreted as disrespectful, reckless, abusive or theft. Any such action is a serious disciplinary offence which may result in dismissal.</p> <p><b><u>Communication systems</u></b> (including email, Quarriers On Line or internet, social media, telephone, fax, etc). All communication facilities and equipment must be used appropriately and responsibly; there must be no unauthorised personal use that is, or might be, interpreted as misuse or unprofessional conduct. Any such misuse is a serious disciplinary offence which may result in dismissal.</p> <p><b><u>Energy Management</u></b> It is the responsibility of all staff to use energy in a cost effective and efficient manner.</p> <p>For further details see the Standard on Information Technology Section 16.6 and Appendix Seven. The advice in relation to email also applies to the use of Quarriers' telephones for personal purposes.</p>

2.10	<p><b>Notification of absence or illness</b></p> <p>All staff are responsible for notifying the relevant line manager of an absence, including the reason for and the likely length of absence.</p> <p>For further information, see Standard on Managing Attendance, Sections 5.3.</p>
2.11	<p><b>Personal appearance and hygiene</b></p> <p>Quarriers expects its staff to dress appropriately in order to represent the agency in a manner which reinforces its professionalism and which is suitable for the particular duties being carried out at any time. Line Managers will be responsible for defining and enforcing local dress standards. Staff are also expected to maintain a good standard of personal hygiene.</p>
2.12	<p><b>Personal / work boundary management</b></p> <p>Staff are expected to establish and maintain appropriate boundaries between their personal life and their work life.</p> <ul style="list-style-type: none"> <li>• Staff must not use personal mobile phones at work to receive or make telephone calls other than during break periods, or with the prior authorisation of the line manager or for emergencies.</li> <li>• Staff can expect to receive understanding and support when faced with difficulties in their personal life. At the same time, staff are required to act accountably, notifying the line manager of circumstances which may affect their contribution at work.</li> <li>• Staff must report any matters where they, personally, have become the subject of a Police or Social Work investigation.</li> <li>• Quarriers recognises that the use of online social networking sites (e.g. Facebook, twitter) has become an important part of life for many staff and a member of staff's personal internet presence is unlikely to be of concern to the organisation unless: It identifies Quarriers and/or             <ul style="list-style-type: none"> <li>- Employment at Quarriers is referred to and/or</li> <li>- It is used to abuse, offend, disrespect or bring into disrepute Quarriers staff, the people we support and their carers or families, members of the public and/or</li> <li>- Viewing and updating of personal sites takes place during working times</li> </ul> </li> </ul>

	<p>Instances where the information posted does not comply with Quarriers' requirements and expectations as outlined in the Code of Professional Conduct and our policies and Standards may constitute misconduct or gross misconduct and is likely to result in disciplinary action. This section may be read in conjunction with Quarriers IT Policy.</p>
<b>2.13</b>	<p><b>Professional attributes</b></p> <p>Staff should develop attributes that promote professionalism.</p> <ul style="list-style-type: none"> <li>• staff should arrive for work promptly, being prepared and ready to work</li> <li>• staff should display good timekeeping in all aspects of their work.</li> <li>• staff should present consistently as being reasonable and approachable.</li> <li>• staff must not behave in a manner that is or that might be interpreted as irresponsible or reckless.</li> </ul> <p><b>Duty to disclose</b></p> <p>Responsibility to alert Police that you are a registered social worker if you are arrested.</p>
<b>2.14</b>	<p><b>Professional development</b></p> <p>Staff are required to take an active part in developing their own skills, knowledge, values and competence in order to make the most effective contribution to their team, Project or Department and Quarriers. Where applicable this will also be in line with the Scottish Social Services Council and in England the General Social Care Council's Code of Practice registration requirements for continuous professional development.</p> <p>Staff are required to make use of supervision sessions and the Performance Appraisal standard.</p> <p>Staff are required to undertake mandatory training within the first six months of their employment with Quarriers and after that to continue to make use of learning and development opportunities available externally and within the organisation as appropriate to their role and responsibilities.</p> <p>Staff are required to undertake the relevant qualifications specified by the Scottish Social Services Council. They must also register with the Council when they are required to do so.</p>



2.15	<p><b>Records and reports</b></p> <p>All records should be accurate and legible - containing facts rather than opinions, and staff should be constantly aware of the purpose of any recording. Staff must follow the legal requirements of the Data Protection Act (1998) when processing information.</p> <p>Staff should ensure that all records are written in a way that is respectful of the needs, wishes and dignity of the individual person we support. Staff should be aware of the need to enhance the image of previously devalued individuals.</p> <p>Where confidential information is going to be taken out of the workplace and to a premises not controlled by Quarriers, the risks must be considered, e.g. not leaving documents, lap tops in a car. It may be necessary for a risk assessment to be undertaken.</p>
2.16	<p><b>Protecting data</b></p> <p>It is the responsibility of each staff member, department and project to ensure that confidential information stored on computers follows the guidelines set down in the Information Technology Standard and the Data Protection Act (1998).</p>
2.17	<p><b>Reporting actual/potential issues of concern</b></p> <p>It is the duty of all staff to bring to the attention of authority any matter which:</p> <ul style="list-style-type: none"> <li>• causes them concern</li> <li>• they consider to be detrimental to the interest of the people we support or Quarriers</li> <li>• appears to conflict with statements given on behalf of Quarriers</li> </ul> <p>Staff should pursue any concerns and complaints that they think have not been adequately resolved.</p>
2.18	<p><b>Reward Cards</b></p> <p>Staff must not use their personal reward cards when purchasing goods for use by the people we support or Quarriers.</p>

<b>2.19</b>	<p><b>Safety</b></p> <p>Staff are required by law to work safely at all times and to have due regard not only for their own health and safety but also for the health and safety of people supported by Quarriers, colleagues and visitors. Staff are required to report any situation which they consider may be putting the health and safety of others at unacceptable risk.</p>
<b>2.20</b>	<p><b>Sexual relationships</b></p> <p>Staff must not engage in sexual relationships with those for whom they have a management responsibility, students or others directly involved in a professional relationship which involves an unequal distribution of power and authority in the staff member's favour. There is potential for a conflict of interest. Staff who become involved in a personal relationship with other staff have a duty to discuss the professional implications of the situation with their line manager or more senior manager as appropriate.</p> <p>Staff working together as colleagues where there is no issue of unequal power should be aware of the need to conduct themselves professionally at work and be aware of the potential consequences for the service and themselves of having a sexual relationship.</p> <p>In some circumstances, a likely outcome could be the redeployment of staff.</p>
<b>2.21</b>	<p><b>Visitors to staff</b></p> <p>Friends and relatives of staff should not be invited to the workplace, attend the people we support's activities or be part of the people we support's holidays.</p> <p>Exceptions to this rule would be: attendance at fundraising activities agreed with the people we support and notified to the Department of Fundraising; an activity in which a friend or relative is acting as a teacher, demonstrator, entertainer, etc and which has been agreed with the people we support and the Operational Manager; or a Project Open Day or other activity agreed by the people we support and Operational Managers.</p>

### 3. Ethical responsibility to colleagues and Quarriers

Staff have a duty to contribute to the smooth functioning of the workplace by treating their colleagues and others with courtesy and respect.

3.1	<p><b>Anti-discriminatory practice</b></p> <p>Staff have a responsibility to report all aspects of discrimination or harassment which is directed at themselves to their line manager so that Quarriers' management can take appropriate action. Where discrimination or harassment toward other members of staff is suspected, staff are referred to the Standard on Equal Opportunities and the Policy on Harassment and Bullying at Work.</p> <p>Staff who engage in acts of direct or indirect discrimination such as the use of abusive language against staff or others on grounds of sex, race, colour, religion, nationality, age, disability, sexual orientation or any other personal characteristic which engenders fear, embarrassment, humiliation, disadvantage or offence on the part of the recipient(s) will be considered to have committed a disciplinary offence.</p> <p>Staff are expected to develop positive contacts, conduct good working relations and share information with disadvantaged groups in the working locality of projects or as part of Quarriers' specific sphere of work.</p>
3.2	<p><b>Competence</b></p> <p>Staff are expected to understand and apply the "competence" approach to performing tasks and activities.</p> <ul style="list-style-type: none"> <li>• competence is a description of an activity or outcome which staff in a given role should be able to demonstrate.</li> <li>• being competent is the ability of a staff member to apply knowledge, understanding and skills when performing activities to the standards required by Quarriers.</li> <li>• being competent implies a degree of self-awareness in carrying out a role.</li> </ul>
3.3	<p><b>Conflicts of interest</b></p> <p>Conflicts of interest between a staff member and her/his colleagues within or outwith Quarriers or with other organisations should be made explicit and steps taken to remove potential sources of risk, bias, discord or reproach which might result.</p>

3.4	<p><b>Confidentiality</b></p> <p>Staff who handle information about colleagues as part of their role should not pass on such information to third parties except on a need to know basis.</p> <p>Staff must comply with specific requests to keep a matter confidential and not discuss it with colleagues.</p> <p>Information about the professional conduct of a colleague must be handled with discretion. Praise and recognition of a job well done are to be encouraged.</p> <p>Staff with concerns about the behaviour of a colleague should discuss these, in confidence, with the line manager and bear in mind the organisation's policies and standards in this area.</p>
3.5	<p><b>Courtesy</b></p> <p>Staff should respect the professional integrity of colleagues and treat them with courtesy and consideration.</p>
3.6	<p><b>Integrity</b></p> <p>Openness and honesty should characterise all interactions between staff and colleagues. Staff are expected to represent their qualification, competence, experience, achievements and relevant affiliations with honesty and accuracy.</p>
3.7	<p><b>Media contact</b></p> <p>Where a journalist or member of the press contacts a member of staff or project/service directly, any request <b>must</b> be referred <b>immediately</b> to the Head of Media and Public Affairs or in his absence the Parliamentary and Press Officer. No comment whatsoever should be made or offered on the matter until the enquiry/media request has been discussed with the Head of Media and Public Affairs and an appropriate response has been agreed between the Head of Media and Public Affairs and the member of staff/department head/Executive. Members of staff <b>must</b> inform the Head of Media and Public Affairs <b>before</b> contacting any press outlet proactively.</p>

3.8	<p><b>Pets</b></p> <p>Family pets are not permitted in any of Quarriers' premises, but are allowed in Quarriers' leased cars, and it is the car leaser's responsibility to ensure that cars are appropriately cleaned. Staff pets are not allowed within the homes of service users in supported living services unless agreements have been made with the service user and their Care Manager.</p>
3.9	<p><b>Recruitment and references</b></p> <p>Staff involved in recruitment or writing references for applicants for Quarriers' employment vacancies must declare any personal relationship with an applicant as well as a work relationship if one exists. Declaration of this information should be made as soon as possible after the staff member becomes aware of the issue.</p> <p>Family members, e.g. brother, sister, parent, child, aunt, uncle, cousin, in laws or spouses, partners or civil partners should not work together in the same workplace within Quarriers.</p>
3.10	<p><b>Representation of Quarriers</b></p> <p>Staff must, at all times, professionally represent and promote Quarriers policies, standards, procedures, guidance and protocols.</p> <p>Staff must work in a collaborative and co-operative manner with other professionals and agencies involved when providing services to Quarriers and the people we support. Staff should recognise and respect the particular contributions and perspective of other professions.</p> <p>Staff engaged in any external work on behalf of Quarriers must ensure that their contributions uphold Quarriers' values, are clearly documented and avoid any contributions which could be interpreted as in conflict with the interests and values of Quarriers.</p>

<b>3.11</b>	<b>Teamwork</b>  Team members are expected to: <ul style="list-style-type: none"><li>• be open in their relationships</li><li>• use feedback constructively and avoid conflict</li><li>• use time wisely</li><li>• contribute to producing positive outcomes</li></ul> Staff should strive to develop an effective approach to teamwork. Staff should be open to direct approaches regarding their behaviour and its effect on the team. Staff should be conscious of their own role in preventing situations which cause offence to their colleagues.  Staff have a duty to raise with Quarriers managers any matter that they consider is, or is likely to be, detrimental to effective teamwork, especially concern about possible or actual abusive behaviour by another staff member.  Quarriers will support any member of staff who raises a concern about poor or bad practice.
<b>3.12</b>	<b>Working Time</b>  As stated in the Principal Statement which forms part of the contract of employment, staff are required to give their whole time to the duties for which they are employed. In order to avoid conflict of interest, staff must declare in writing any other employment in which they are engaged, even if they are employed by Quarriers in a part-time capacity.