



Code of Conduct

Last updated October 2022

The purpose of this code of conduct is to outline the conduct expected of all Citizens 4 Change (C4C) staff, volunteers and representatives. The code will serve to protect children and young adults from harm. It will help everyone to maintain appropriate standards of behaviour and reduce the possibility of allegations of abuse being made against them.

Staff, volunteers and representatives of C4C may be regarded as role models by children and young adults and therefore must behave in an appropriate manner at all times by upholding this code of conduct. They should also be mindful that their behaviour should reflect the spirit of the code of conduct in their personal life too. Staff, volunteers, consultants and visitors should not behave in a way that would undermine the reputation of C4C be it in a professional or personal capacity.

You must:

1. Treat all children equally, respectfully, with warmth and empathy, and listen to their wishes and feelings.
2. Behave in a calm, positive, supportive and encouraging way with children.
3. Value and take the contributions of children seriously, actively involving them in planning activities wherever possible.
4. Ensure you report on any suspicions, concerns, allegations or disclosures made by a child or adult, including any made against you. This includes any suspicions about grooming behaviour (on and offline) where an adult is deliberately befriending a child with the intention of abusing them. You must report such concerns and allegations following the safeguarding procedures.
5. Ensure that the focus of your relationship with any child that C4C works with remains professional at all times. The aim should never be to develop the relationship into a friendship or intimate relationship.
6. Ensure that if you are required to spend time alone with children in the execution of your duties, or a child specifically asks for, or needs, one to one time with you, that other staff know where you and the child will be and the purpose of this meeting.
7. Respect a child's right to personal privacy but never agree to keep any information relating to the harm of a child confidential.



8. Ensure that dangerous or otherwise unacceptable behaviour, including bullying or initiation ceremonies by children, are challenged and addressed.
9. Be aware that children can develop infatuations (crushes) with adults working with them. If this is happening, you should tell the Child Protection focal person, and then respond to the situation in a way that maintains the dignity of all concerned.
10. Ensure that if a child needs physical comfort that this is done in a way that is both age appropriate and respectful of their personal space. Never act in a way which may be perceived as threatening or intrusive. Always check with a child before you act to make sure they are comfortable with you touching them. Physical contact should not be done in a hidden or secretive way that could be misconstrued by the child or anyone else observing it. Physical contact should be limited to a hug or touch of the arm/hand.
11. Ensure that if any kind of physical support is required during any activities, it is provided only when necessary in relation to the activity, and that you are doing this in a way that other colleagues can observe you.

You must not:

1. Conduct a sexual relationship with a child or indulge in any form of sexual contact with a child or any beneficiary in our programme of any age, regardless of the age of consent locally for those working overseas. This would constitute a breach of a position of trust and is never acceptable.
2. Swear or make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to, or in front of, children.
3. Engage in or allow any sexually provocative games involving or observed by children, whether based on talking or touching.
4. Show favouritism or gossip about children.
5. Rely on your reputation, position or the organisation to protect you.
6. Work or visit a project/programme under the influence of alcohol or drugs.
7. Smoke or vape in front of children.
8. Discuss your own personal/sexual relationships in front of children.
9. Give or receive gifts and/or substances such as drugs, alcohol, cigarettes, e-cigarettes from or to a child or their family.
10. Use any type of physical punishment in order to discipline. Shouting at children should also be avoided whenever possible and only if alternative forms of discipline have failed.
11. Do things of a personal nature that the child can do for themselves.
12. Travel alone with a child in a car unless it has been risk assessed and approved by your line manager.



13. Steal, or condone someone else's stealing, regardless of the value of the stolen item.
14. Photograph or film children without documented consent from them or their guardians.
15. Broadcast or show any audio and/or visual material (CDs, DVDs, videos, photos, films, computer or games etc) that has inappropriate content for children.
16. Invite, or allow, a child whom you have met through your work to your home.
17. Arrange to meet a child outside of your work context where the purpose is one of friendship or an intimate relationship.
18. Share a bedroom or a bed with a child with whom you are caring for, working with or visiting.

Communication with children

The following sections of the code of conduct are about expected behaviour when communicating with children via phones, mobile devices, email, texts and social media.

You must:

1. Observe the same rules of behaviour when communicating online as if speaking with them in person - that is by being professional, polite, respectful, not swearing or saying anything (using the written word, images or icons) that could be regarded as sexual innuendo, bullying or discrimination.
2. Ask yourself whether the content of the message could be misunderstood or misinterpreted by someone else.
3. Always ensure the content of any online communication has a clear work purpose.

You must not:

1. Upload or post any defamatory, obscene, abusive or harmful content and you must follow the safeguarding procedures if you observe another member of staff or volunteer doing this.
2. Engage in the exchange of self-generated sexual images known as 'sexting'.
3. View, download, create or share illegal/inappropriate content including abusive images of children.
4. Ask to become an online friend/contact of a child or add/allow a child to join your contacts/friends list on personal social networking sites.
5. Seek to befriend a child or their family online whom you have met through work for the purpose of developing a personal and/or sexual relationship.



Upholding the Code of Conduct

Staff, volunteers and representatives who breach this Code of Conduct may be subject to C4C's disciplinary procedures. Any breach may result in them being asked to leave C4C. Serious breaches will result in a referral being made to the police or to a duty bearing office.

Staff and representative of C4C should report any breaches of the code of conduct to a manager and to the designated safeguarding lead within one working day.

In the case of concerns about a management staff - report to the Regional Director.

The CSL, in conjunction with the relevant managers, will determine what action to take, which may include initiating the allegations management procedure and/or disciplinary procedure or performance management.

I commit to upholding this Code of Conduct

Signature

Name

Address