



Trigeminal Neuralgia Association (TNA UK)

Employee Code of Conduct

This version prepared by Aneeta Prem CEO

Date Approved by Board of Trustees:

Review date:

Introduction

TNA UK provides a range of services to adults to further the relief of those suffering from trigeminal neuralgia (TN) in particular providing information, support and adding to knowledge about TN; providing support, information and advice to people with TN; raising awareness of TN, and supporting research.

Purpose

The purpose of this Code of Conduct is to provide a clear framework within which employees and volunteers of The Trigeminal Neuralgia Association (TNA UK) (the "**Charity**") are expected to conduct themselves. The Charity strives to maintain a working environment for its volunteers and employees in which honesty, integrity and respect for fellow volunteers, employees, visitors and the Charity's service users are constantly reflected in personal behaviour and standards of conduct.

This Code of Conduct sets out the Charity's processes and procedure associated with your terms and conditions of employment. It should be read in conjunction with your contract of employment and provides additional details of the Charity's conditions and requirements.

Principles

The Charity is a small organisation and its actions and the behaviour of its employees have an impact on the service users, as well as on the local environment and the communities in which the Charity operates. Employees are expected to have regard for the impact of their personal behaviour on the Charity, its colleagues, volunteers, service users, the environment and communities.

The Charity receives its sustaining income from private sector organisations, charitable and third-sector bodies, and from donations from the general public. It is essential that all these stakeholders can have confidence that the Charity maintains the highest standards of conduct in financial matters and seeks to maintain high standards of probity and ethical behaviour.

This Code of Conduct covers some of the most important issues relating to personal conduct, and gives a framework of standards and behaviour guidelines, but it is not intended to be exhaustive.

Standards of personal behaviour

Equality of opportunity

One of the Charity's core values is the promotion of inclusivity and valuing diversity. The Charity seeks to ensure that the work environment for its employees and volunteers is supportive, and one where individual respect is shown to all. All members of staff, regardless of their age, gender, sexual orientation, gender reassignment, race, religion, ethnic background, culture, marital status, pregnancy, disability, socio-economic status or any other factor will be supported and encouraged to perform to their potential.

Please refer to the Charity's Equality, Diversity and Inclusion Policy for more information.

Harassment and bullying

To ensure an environment in which employees and volunteers are able to flourish and to achieve their full potential, the Charity is committed to ensuring that everyone is able to work and to participate in the life of the Charity without fear of harassment, bullying or intimidation. Everyone in the Charity has a part to play by ensuring that their own behaviour does not constitute harassment. Examples of inappropriate behaviour which would be regarded by the Charity as harassment include:

- unwelcome sexual behaviour, which may involve suggestions, advances, propositions or pressure for sexual activity, or unnecessary or unwanted physical contact which can include the invasion of personal space, touching or brushing against a person;
- continued requests for social activity within or outside the workplace after it has been made clear that such requests are unwelcome;
- insulting or abusive remarks or gestures; or
- displaying or circulating offensive jokes, pictures, objects or written materials, for example pornography.

The Charity will take action against inappropriate behaviour which shows lack of respect for others or which leads people to feel threatened.

Employees who believe they have been or are being discriminated against or harassed (whether by a colleague or by a third party such as a service user or supplier) should report this to the Chief Executive, or the Chair.

Health and safety

The Charity places a high priority on providing a safe working environment and will act positively to minimise the incidence of all workplace risks as required by the Health and Safety at Work Act 1974 and other associated legislation. All activities should be carried out with the highest regard for the health and safety of employees, volunteers, service users, and visitors.

Relationships with other members of staff and service users

TNA UK Charity does not concern itself with the private lives of its staff unless they affect its effective operation or its reputation.

Members of staff who are relatives or who have a close personal relationship should not have a supervisory, assessing or authorising relationship with each other.

Employees must inform their line manager if they have a close personal relationship with another employee or volunteer of the Charity which could be considered by others as impacting on the way they conduct themselves at work, create a conflict of interest or a perceived conflict of interest.

Employees are not permitted to have personal contact or to form personal relationships with service users and/or their families. This means not giving out personal telephone numbers or other personal details; or engaging with service users via social media platforms, online or face to face other than when working or volunteering for the Charity.

Performance

TNA UK Charity expects individuals to follow all reasonable rules and instructions given by those supervising or managing their activities and/or work areas.

Misuse of drugs and alcohol

It is a disciplinary offence to be on work premises and/or carrying out official duties when under the influence of alcohol or non-medically prescribed drugs.

Gambling

Gambling activities must not be conducted on work premises. Discretion may be used in relation to small raffles for charitable purposes, national lottery syndicates, occasional sweepstakes etc.

Conduct outside work

TNA UK Charity does not seek to dictate how employees conduct themselves in their personal lives outside work. However, unlawful, anti-social or other conduct by employees which may jeopardise the Charity's reputation or position will be dealt with through the disciplinary procedure.

Dress code

TNA UK Charity does not operate a formal dress code for its employees. However, employees and volunteers must ensure that their dress is appropriate for the situation in which they are working and that they present a professional image. At times it might be necessary to wear charity-branded items of clothing or badges.

Professional integrity

TNA UK Charity strives to maintain the highest standards in all the work that it undertakes, and staff must not conduct themselves in ways that may undermine the standards of its work or the conduct and dissemination of its research/output.

Conflicts of interest

The highest standards of behaviour are also expected in all areas of work life, especially where individuals are in positions to make decisions which may have significant impact on others. In all such cases it is important that decisions are taken in a fair and balanced way that can withstand external scrutiny. Conflicts of interest should be identified so that individuals are not involved in decisions where their actions could be seen as biased.

Use of equipment for non-work purposes

The Charity will allow employees reasonable use of Charity equipment and facilities, provided that authorisation has been obtained from the Chief Executive, that the use does not interfere or conflict with the work of the Charity, and that any costs are met by the individual.

Data protection

The Charity holds and processes information about employees for administrative and HR purposes. When handling such information, the Charity, and all staff or others who process or use any personal information, must comply with the Data Protection Principles which are set out in the Data Protection Act 1998.

Procedures

Raising matters of concern

Employees have a right and a duty to raise concerns which they may have about breaches of the law or propriety by the Charity. This should normally be through the Chief Executive or they may

approach the Chair of Trustees in confidence. No individual who expresses their views in good faith and in line with this guidance will be penalised for doing so.

Breaches of this code

This Code of Conduct has been drawn up to provide a source of guidance to the employees and volunteers of the Charity. It is not a contractual document and can be amended at any time by the Charity at its discretion.

All staff must comply with both the provisions of this Code of Conduct and the Charity's policies and procedures, breaches of which will be taken seriously and may result in disciplinary action up to and including dismissal.

If you have any questions regarding the Code of Conduct please contact the Chief Executive.