



Staff Code of Conduct Policy

1. Purpose of this policy

To provide a Code of Conduct which must be followed by Cohort and its employees. It is not an exhaustive list, but is aimed at providing a statement of expectations of Cohort staff and its business practises.

For the purpose of this policy the following definitions apply:

- 'Management' refers to business owners and/or manager/assistant manager
- 'Staff' or 'employees' refers to all persons engaged in working, paid or unpaid, whether seasonal, part-time or permanent, for Cohort.
- 'Young people / young person' refers to all guest and visitors aged from 3 – 18, including vulnerable adults.

2. Who does this policy apply to?

All persons engaged in working for Cohort, whether paid or unpaid, permanent or seasonal.

3. Code of Conduct

At the heart of this policy is the 'Code of Conduct', which is a statement of expectations, owed both ways. This statement outlines the spirit in which Cohort and its staff will act together to achieve Cohort's objectives to offer our guests an awesome stay.

4. Serious breach

Serious breaches of the Code of Conduct will be handled using the Disciplinary policy and procedure

5. Responsibility

All staff referred to within the scope of this policy are required to be familiar with the terms of this policy. Other policies which work alongside this policy and must be read and understood in tandem are: Disciplinary policy and procedure, safeguarding policy and procedure.

All staff and management are required to keep within the spirit and intent of this policy. Any queries on the application or interpretation of this policy must be discussed with management

6. Who can change or adapt this policy?

Only senior management have the authorisation to change or adapt this policy and Code of Conduct

Code of Conduct

All staff and volunteers are expected to demonstrate exemplary behaviour whilst working at Cohort. This Code of Conduct illustrates our principles of providing a high quality and unique customer experience. A simplified version is included in the staff handbooks

Employees are our centre ambassadors and so we expect staff to maintain the highest of standards whilst working with us.

Conduct around the building

Staff must:

- Be courteous, respectful and super-friendly towards all guests and visitors
- Conduct themselves in a professional manner at all times
- Make sure language and conversation is appropriate
- Maintain the trust and confidence and uphold the reputation of Cohort at all times.

- Respect, maintain and care for any property of, and belonging to, Cohort and its guests
- Carry out staff role with due care and diligence.
- Only wear Cohort t-shirts etc during your shifts

Staff must not:

- Wear inappropriate clothing whilst in the hostel
- Bully, harass, victimise, abuse or unlawfully discriminate against anyone visiting or staying in the building.
- Carry out duties when in an unfit state due to the influence of alcohol or other substances.
- Under any circumstances use or store recreational or illegal drugs in the hostel.
- Be alone in any part of the centre with a child, young person or vulnerable adult
- Engage in rough, physical or sexually provocative or inappropriate activities with any guests or make sexually suggestive comments to anyone
- Participate in any form of inappropriate behaviour or activity in the building or act in a way that brings Cohort into disrepute.
- Act outside the spirit of this code of conduct

Conduct with other staff members

- Be courteous, respectful and super-friendly
- Support each other
- Work as a team
- Deal with any staff to staff issues immediately and away from guests, or ask management to step in and mediate
- Do not complain about staff or Cohort in front of guests

Bullying and Harassment

We do not accept any forms of bullying or harassment at Cohort and do not expect our staff to engage or be the recipient of this kind of behaviour. Any concerns regarding bullying or harassment, whether being perpetrated by another staff member or a guest must be reported to management immediately.

See Sexual harassment, bullying or harassment policy.

Educational and Group residential visits

Code of Conduct around children, young people and vulnerable adults

As a residential trip accommodation centre we regularly host primary and secondary schools, college and University groups, plus other sporting and organised groups.

As an accommodation provider we have a duty of care to all guests, and we have to be particularly sensitive and protective of children, young people and vulnerable adults.

For groups where safeguarding issues are of a concern we are expected to demonstrate professional and exemplary behaviour and must act in accordance to what is expected of an educational accommodation provider.

The safeguarding of young people and our staff is of primary concern and it is vital that this code of conduct towards young people is adhered to.

Staff responsibilities: Code of conduct

Do

- Avoid all situations in which you are alone with any young person.
 - If necessary, move to a place where you can be seen and heard by others.
- Respect a young person's personal privacy (e.g. knock before entering dorm rooms)
- Comfort a young person who is hurt or distressed, without compromising their dignity or doing anything to discredit your own behaviour.
- Allow young people to talk about any concerns they may have.
- Avoid being drawn into inappropriate attention-seeking behaviour (crushes)
- Remember someone might misinterpret your actions, even if you mean well.
- Take seriously if a young person informs you of a personal problem or disclosure of a concerning nature; report to management immediately
- Alert a supervising adult if you witness abusive, ridiculing or bullying behaviour
- Treat all children and young people with respect.
- Ensure you are read and understand the Cohort Safeguarding Policy

Don't

- Supervise any young person unless carrying out a specific task as part of your staff duties
- Share your personal information with any member of a school group
- Agree to be friends or link up on any social media channel.
- Initiate or accept inappropriate physical contact with a child/young person.
- Ask probing questions about a child or young person's personal life.
- Make suggestive remarks or gestures, even in fun.
- Use inappropriate language in front of any visiting school group
- Smoke or drink alcohol in front of any young member of an organised group
- Take photos or videos of any child or young person staying in the building
- Enter an unacceptable situation with a young person (i.e. sexual relations)

The safeguarding of young people (and staff) is paramount and any staff member whose behaviour breaks these rules or who contravenes the spirit of our code of conduct will be subject to disciplinary action and maybe asked to leave Cohort with immediate effect.

See Disciplinary policy and procedure

Last review date:

April 2020
June 2021
July 2022
March 2023
June 2024