

Code of conduct for all Retail staff and volunteers

In line with our Sue Ryder values and behaviours we believe that everyone has responsibility for safeguarding and promoting the wellbeing of young people (aged below 18 years) or vulnerable adults working or volunteering in Retail. If you come into contact with a young person or vulnerable adult your responsibilities to them and the organisation must be uppermost in your mind at all times.

We must:

- Work as a team with co-workers/volunteers and agree with them what behaviour you expect from young or vulnerable people and be consistent in enforcing it. Remember it is the manager's responsibility to review working arrangements for staff supervision and support
- Conduct a risk assessment for each vulnerable person you are line managing by the end of their first shift, and review every 12 months or sooner if there are material changes to the working environment or individual circumstances
- Talk explicitly to young people or vulnerable adults about their right to be kept safe from harm
- Make sure you have read the Safeguarding Vulnerable Adults Procedure and that you feel confident that you know how to report any concerns. A copy of the procedure can be found in your H&S Active File.
- Promptly and confidentially report any incidents or concerns that cause you to believe a young person or vulnerable adult is, or is likely to be, at risk of harm (see contact details below). (All allegations made by young or vulnerable adults must be reported)
- Be clear with anyone disclosing any matter that could concern the safety and wellbeing of a young person or vulnerable adult that you have a duty to report it
- Seek advice and support from your line manager, the People Administration team on 01491 640905 or the Volunteer Helpline on 01302 380067
- Complete training as appropriate and be aware of your responsibilities
- Ensure that any photography or film used by Sue Ryder with images of young people or vulnerable adults has the appropriate parental/carer consent

We must not:

- Let allegations a young person or vulnerable adult makes go unchallenged, unrecorded or not acted upon. All allegations should be reported promptly and confidentially to one of our helplines below and to your line manager
- Lone work with a young person or vulnerable adult, two responsible adults must always be onsite. In situations where this happens you will need to send them home after first ensuring it is safe to do so (i.e. someone is at home or can collect them)
- Rely upon good nature to protect you or believe "it could never happen to me"

- Give a young person or vulnerable adult presents or personal items * (*Exceptions to this could be a custom such as: buying a small birthday token or leaving present, this type of gift should come from the organisation and from a professional capacity and be agreed with your line manager and the person's parent/carer. Similarly do not accept gifts yourself other than small tokens for appropriate celebrations*)
- Use any kind of physical punishment or chastisement such as smacking or hitting
- Smoke in front of any young person
- Carry out duties or volunteering whilst adversely affected by alcohol, solvents or drugs
- Behave in a way that frightens or demeans any young person or vulnerable adult, e.g. shouting
- Use any racist, sexist, discriminatory or offensive language
- Invite a young or vulnerable person to your home, share personal phone numbers (unless this is a group set up by your manager for all team members), your personal social media contacts or arrange to see them outside the set working or volunteering activity times.
- Give a lift in your car to a young person or vulnerable adult without another responsible person in the car with you
- Engage in any sexual activity (this would include using sexualised language) with a young person you meet through your role or start a personal relationship with them, this would be an abuse of trust
- Engage in rough or physical games, including horseplay
- Ask a young person or vulnerable adult to witness or sign any documents or to “bank” money
- Allow a young person or vulnerable adult to carry out prohibited activities, e.g. steaming clothes or activities which include working at heights (e.g. up a ladder) or involve moving and handling activities

For further support or to report concerns please contact:

- Our People Administration team on 01491 640 905, peopleadmin@sueryder.org or your People Advisor
- Our Volunteering Helpline team on 01302 380068 or volunteering@sueryder.org

Whether you are in a paid or volunteering role you are expected to adhere to this code and you will be asked to acknowledge your commitment to it. Failure to follow this code is inconsistent with our Sue Ryder values and behaviours and may be considered a disciplinary matter or possible termination of your volunteering arrangement.