**Standard Operating Procedure (SOP)**

**Behaviour and Conduct**

**BAC-013-01**

**Purpose**

The purpose of this Standard Operating Procedure (SOP) is to outline the expectations for behaviour and conduct of all members, employees, contractors, volunteers, and trustees of Out There Exeter (the “charity”). This SOP aims to promote a positive, respectful, and inclusive work environment for all individuals.

**Scope**

This SOP applies to all members, employees, contractors, volunteers, and trustees of the charity. It encompasses behaviour and conduct in all aspects of engagement with the charity, including but not limited to:

* Interactions with colleagues, partners, beneficiaries, and members of the public
* Use of company property and equipment
* Social media interactions
* Participation in charity-sponsored events

This SOP is to be adhered to in accordance with the Values and Principles SOP.

**Definitions**

* **Behaviour:** an individual's actions, reactions, or manner of conducting oneself.
* **Conduct:** overall behaviour and actions in particular situation or over time.
* **Work Environment:** the physical, social, and organisational factors that influence an individual's work experience.

**Procedures**

1. **Expectations for Behaviour and Conduct**

Out There Exeter is committed to fostering a work environment that is free from discrimination, harassment, and any form of inappropriate behaviour. All members, employees, contractors, volunteers, and trustees are expected to adhere to the following standards of behaviour and conduct:

* **Professionalism:** Conduct oneself with courtesy, respect, and integrity, maintaining a positive and professional image of the charity.
* **Respect:** Treat all individuals with respect, regardless of their position, background, or beliefs. Refrain from any form of discrimination, harassment, or bullying.
* **Honesty and Integrity:** Uphold the highest standards of honesty and integrity in all interactions and dealings. Do not engage in any dishonest or unethical practices.
* **Confidentiality:** Maintain confidentiality of sensitive information and charity property. Do not disclose confidential information without proper authorisation.
* **Safety:** Adhere to all safety policies and procedures to ensure a safe work environment for oneself and others.
* **Respectful Communication:** Communicate effectively and respectfully with colleagues, clients, customers, and members of the public. Avoid using offensive, discriminatory, or harassing language.
* **Responsible Social Media Use:** Use social media responsibly, maintaining a positive and professional image of the charity. Refrain from posting content that is discriminatory, harassing, or in violation of charity policies.

1. **Consequences of Inappropriate Behaviour**

Violations of this SOP may result in disciplinary action, up to and including termination of employment or termination of involvement with the charity. The specific disciplinary action will depend on the severity of the violation and the individual's past record.

1. **Reporting Inappropriate Behaviour**

Any member, employee, contractor, volunteer, or trustee who experiences or witnesses inappropriate behaviour should report the incident immediately to any relevant persons: manager, the Chair of Trustees, or a designated Complaints and Disputes Officer. Reports will be handled promptly, confidentially, and in accordance with the charity's policies and procedures, specifically the Complaints and Disputes SOP.

1. **Investigation, Resolution and Training**

Any investigation, resolution and training should be in accordance with the Complaints and Disputes SOP.

Any member, employee, contractor, volunteer, and trustees will receive additional relevant training, if required, to ensure that they understand the expectations for behaviour and conduct.

**Review and Revision**

This SOP will be reviewed and revised annually to ensure that it remains relevant and effective, or as needed to reflect changes in the charity's strategies or the regulatory environment.

**Compliance**

Failure to comply with this SOP may result in investigation and disciplinary action, up to and including dismissal for employees and termination of volunteer appointments and membership of the charity, and a vote on removal of trustee.

**Version Control**

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| **Date of next review is due:** | 01/12/2024 |