

Code of Conduct

Fences & Frontiers aims to make London a welcoming, supportive and inspiring place for asylum seekers and refugees.

This code of conduct provides clear guidelines on the professional conduct and practice expected of all people who work at Fences & Frontiers including trustees, staff and volunteers.

It should be read in conjunction with other documents which set out expectations and guidance in specific areas. These include (non-exclusively): Safeguarding Children and Young People, Safeguarding Vulnerable Adults, Whistleblowing Policy, conflict of interest policy, privacy policy).

Everybody representing Fences & Frontiers is expected to respect and work to the guidelines and principles set out below. Any infringement of the Code will result in disciplinary measures.

It is the responsibility of Trustees, Staff, Volunteers to:

- 1. Act within Fences & Frontiers' governing document and the law – being aware of the contents of the organisation's governing document and the law as it applies to Fences & Frontiers.** Fences & Frontiers constitution and other key governing documents can be [found here](#).
- 2. Communicate and conduct relationships with participants in a respectful, constructive and equitable manner.**

We expect that all our participants are treated with respect and dignity, by all Fences & Frontiers Trustees, staff and volunteers (in line with our Equality and Diversity Policy).

- I will communicate with participants in the clearest way possible, using plain English. I will use other languages directly with participants or through interpreters, if this would facilitate clearer communication.
- I will not discriminate or provide preferential treatment based on my relationship with a participant, or any other factors including: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- I will remain neutral in the case of disagreements between participants.
- I will not enter into a sexual relationship with any beneficiary since such

relationships are based on inherently unequal power dynamics and undermine the credibility and integrity of the work of Fences & Frontiers.

- I will declare any real or apparent conflict of interest associated with my relationship with a beneficiary (for example, if a beneficiary is a friend or family).
- I will not borrow money from a participant or ask them to carry out either paid or unpaid private work for them.
- I will avoid giving my own money or goods to participants. Where this is unavoidable (for example, where a participant requires money for fares to travel by public transport) any money given out should be recorded by the staff/volunteer member concerned and will subsequently be reimbursed.

3. Ensure the safety, health, welfare and wellbeing of all Fences & Frontiers' beneficiaries, staff, volunteers, and/or trustees

- I will adhere to all legal and organisational health and safety requirements.
- I will comply with all security guidelines.
- I will comply with all safeguarding policies and procedures
- I will behave in such a way as to avoid any unnecessary risk to the safety, health, welfare and wellbeing of myself and others.
- I will undertake and act on risk assessments.
- I will ensure that my online interactions, and the digital tools I use, contribute to a safe and secure environment.

4. Be responsible for the use of information and resources to which I have access by reason of my association with Fences & Frontiers.

- I will ensure that I use Fences & Frontiers' information, funds and resources entrusted to me in a responsible manner.
- I will abide by Fences & Frontiers' Data Protection Policy
- I understand that participants' personal information is confidential. I will not disclose any personal information to third parties except where the individual participant has given consent (i.e. support accessing other services).
- I will ensure that all technologies used in my work with Fences & Frontiers include appropriate privacy controls, password protection, and moderation to safeguard personal information and ensure a secure online environment.
- I will keep personal information securely and ensure access it limited to people who 'need to know'.

5. Manage conflicts of interest effectively by abiding by Fences & Frontier's conflict of interests policy. This can be found with Fences & Frontiers' other [key governing documents here](#).

6. Ensure that my personal and professional conduct is in keeping with Fences & Frontiers' beliefs, values and aims.

This, non-exclusively, includes:

- I will treat all people fairly and with respect and dignity and recognise the professional opinion of others. This includes being sensitive to different personalities, cultures, and ways of working while allowing space for constructive criticism.
- I will be accountable for my actions and will not use unequal power relationships for my own benefit.
- I will work with others in a considerate, respectful, open and participative way, co-operating to support the delivery of organisational results.
- I will take responsibility for the quality and timeliness of my work
- I will ensure that my personal conduct does not compromise Fences & values and does not impact on or undermine my ability to undertake the role for which I am undertaking.
- I will not say or do anything that would damage the reputation of Fences & Frontiers or which may bring the charity into disrepute. For example, publicly espousing beliefs that contradict Fences & Frontiers' mission, vision, ethics and values.
- I will not criticise the work of Fences & Frontiers or any Trustee, staff member or volunteer when in contact with people outside of Fences & frontiers.
- I will refrain from any form of harassment, discrimination, physical or verbal abuse, intimidation or exploitation, both in and out of work.
- I will fully abide with the requirements of Fences & Frontiers' diversity and inclusion policies. I will never knowingly engage in any exploitive, abusive or corrupt relationships and will take appropriate action if I become aware of them.
- I will respect all peoples' rights and will not engage in any form of sexual harassment, abuse or exploitation of any persons.
- I will avoid being under the influence of alcohol or illegal substances whilst working with Fences & Frontiers.
- I will use digital and social media responsibly, ensuring that all online interactions related to Fences & Frontiers, or that could be perceived as such, are safe, respectful, age-appropriate, and aligned with our

safeguarding policies and organizational values.

7. If completing this Code of Conduct as a Trustee:

- I agree to act collectively, to vote in the interests of Fences & Frontiers and its beneficiaries, and accept a majority decision - not acting individually unless specifically authorised to do so.

Self-declaration

All Trustees, staff and volunteers of Fences & Frontiers are expected to honour the content and spirit of this code.

I have read carefully and understand Fences & Frontiers' Code of Conduct and hereby agree to abide by its requirements and commit to upholding the standards of conduct required to support Fences & Frontiers' aims, values and beliefs.

Signature

Signed

Name

Date