

Phoenix Heroes

Code of Conduct

Introduction

In keeping with its vision and values, Phoenix Heroes is committed to maintaining the highest degree of ethical conduct amongst all its staff and associated personnel. To help increase understanding, this Code of Conduct details Phoenix Heroes expectations of employees in key areas.

Scope and purpose

This Code of Conduct applies to all contracted staff, international and local, employed by Phoenix Heroes. Adapted Codes of Conduct are applicable to volunteers, partners, contractors, and suppliers.

The purpose of this Code of Conduct is to set out the conduct expected of Phoenix Heroes staff whilst under contract to the organisation, and forms part of all contracts of employment. The Code is always applicable. Breaches of the Code of Conduct are grounds for disciplinary action, up to and including dismissal.

Whilst recognising that local laws and cultures differ considerably from one country to another, Phoenix Heroes is Community Interest Company, and therefore the Code of Conduct is developed from international standards. Phoenix Heroes staff are expected to uphold local law wherever they operate, except where the Code of Conduct is more stringent, in which case the Code applies.

Mission and values

Our mission is to raise awareness across the UK about the high number of veterans that are dealing with PTSD and help our veterans and their families live a normal life again. Through our networks we want to provide the support to as many veterans as possible so they can take part in the outdoor activity days being delivered across our communities. Our values stem from the military, we pride ourselves on our core values and standards.

RESPECT FOR OTHERS

No matter what situation you are in, you must show respect and tolerance for other people and be able to put yourself in their shoes.

SELFLESS COMMITMENT

The needs of the team always come before your own needs. Phoenix Heroes are part of something bigger and must commit to it.

COURAGE

Phoenix Heroes staff must know what the right thing to do is and be brave enough to do it.

With thanks to CHS Alliance

INTEGRITY

You must always be honest, sincere, reliable, and selfless.

LOYALTY

Loyalty is about supporting your team, looking after, and helping them even when the going gets tough. In return, they do the same for you.

Code of Conduct Standards

As a Phoenix Heroes employee, I will:

Uphold the integrity and reputation of Phoenix Heroes by ensuring that my professional and personal conduct is consistent with Phoenix Heroes values and standards

- I will treat all people fairly with respect and dignity
- When working in an international context or travelling internationally on behalf of Phoenix Heroes, I will be observant of all local laws and be sensitive to local customs
- I will seek to ensure that my conduct does not bring Phoenix Heroes into disrepute and does not impact on or undermine my ability to undertake the role for which I have volunteered for.
- I will not work under the influence of alcohol or use, or be in possession of, illegal substances on Phoenix Heroes premises or accommodation

Not engage in abusive or exploitative conduct

- I will not engage in sexual activity with children (persons under the age of 18). Mistaken belief in the age of a child is not a defence
- I will not exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance
- I will not engage in sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics
- I will not engage in any commercially exploitative activities with children or vulnerable adults including child labour or trafficking
- I will not physically assault a child or vulnerable adult
- I will not emotionally or psychologically abuse a child or vulnerable adult

Ensure the safety, health and welfare of all Phoenix Heroes staff members and associated personnel (volunteers, partners, suppliers and contractors)

- I will adhere to all legal and organisational health and safety requirements in force at my location
- I will comply with any local security guidelines and be pro-active in informing management of any necessary changes to such guidelines
- I will behave in a manner such as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including partner organisations and communities with whom we work

Be responsible for the use of information, assets and resources to which I have access by reason of my volunteer role with Phoenix Heroes

- I will ensure that I use Phoenix Heroes assets and resources entrusted to me in a responsible manner and will account for all money and property
- I will not use Phoenix Heroes IT equipment, software or e-mail and social media platforms to engage in activity that is illegal under local or international law or that encourages conduct that would constitute a criminal offence. This includes any material that intimidates or harasses any group based on protected characteristics, or encourages extremism
- I will not use Phoenix Heroes IT equipment to view, download, create, distribute, or save in any format inappropriate or abusive material including but not limited to pornography or depictions of child abuse

Perform my duties and conduct my private life in a manner that avoids conflicts of interest

- I will declare any financial, personal, or family (or close intimate relationship) interest in matters of official business which may impact on the work of Phoenix Heroes
- I will not be involved in awarding benefits, contracts for goods or services, employment or promotion within Phoenix Heroes, to any person with whom I have a financial, personal, family (or close intimate relationship) interests
- I will not accept significant gifts or any remuneration from governments, communities with whom we work, donors, suppliers and other persons which have been offered some as a result of my volunteer role with Phoenix Heroes

Uphold confidentiality

- I will exercise due care in all matters of official business, and not divulge any confidential information relating to colleagues, work-related matters or any sensitive information unless legally required to do so

Complaints and reports

Phoenix Heroes volunteers are obligated to bring to the attention of the relevant manager any potential incident, abuse, or concern that they witness, are made aware of, or suspect which appears to breach the Standards contained in this Code. Phoenix Heroes volunteers reporting concerns are protected by the Disclosure of Malpractice in the Workplace policy.

Staff members who have a complaint or concern relating to breach of the Code should report it immediately to the Phoenix Heroes Board of Directors.

Volunteer members receiving reports or concerns are obliged to action or refer the report immediately as per the Phoenix Heroes Complaints Policy and procedures