

KeshetUK Employee Code of Conduct

Policy Code	K17A
Drafted by	AmicaHR with updates from KeshetUK
Version	1
Approved by board on	
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Notes	Please note there is a Code of Conduct for Volunteers

KeshetUK's mission is to ensure that Jewish LGBT+ people and their families are included throughout Jewish life in the UK. Jewish LGBT+ people exist in all walks of life. KeshetUK aspires to work with all UK Jewish communities, including Liberal, Masorti, Orthodox and Reform, cross-communal and non-denominational organisations.

We work with Jewish schools, youth and young adult organisations, synagogues, and wider community organisations to become more inclusive of LGBT+ people through education and training.

Since becoming a registered charity in 2014, KeshetUK has worked hard to build strong relationships across the communities with which we work and are keen to preserve and develop these for mutual benefit.

Based on KeshetUK's values as an organisation, our code of conduct sets out the standards of behaviour KeshetUK expects from all volunteers (there is a separate code for employees). This code of conduct outlines our expectations and brings greater clarity to our approach to work and the communities we serve. Rules and expectations in relation to the conduct of all volunteers are set out in this Code of Conduct and included are examples of what KeshetUK considers to be gross misconduct which could result in being removed from being a KeshetUK volunteer.

Employee behaviour

The following general standards are required by all Organisation employees:

- employees should behave in a respectful, professional and polite manner and ensure their behaviour does not breach the Equality Act 2010
- employees should comply with all reasonable management instructions
- employees should cooperate fully with colleagues and management
- employees should uphold and further KeshetUK's positive public image at all times
- satisfactory standards of performance should be maintained at all times
- KeshetUK's policies and procedures should be adhered to at all times.

Attendance and timekeeping

Employees will not be paid if any working time is lost due to lateness or unauthorised absence. Persistent lateness for employees or volunteers will be dealt with under KeshetUK's disciplinary policy.

The following rules are required of employees and volunteers:

- employees should comply with KeshetUK's flexitime scheme rules
- employees should be present and ready to start work in line with their agreed working hours
- employees should remain in their agreed work space and continue to work until they have completed their agreed working hours
- employees should ensure they notify their line manager in line with KeshetUK's absence notification procedures if they are going to be absent from work (a copy of the procedure is detailed in your contract of employment)
- employees should liaise with their line manager if they wish to leave early or arrive late.

Communications

Employees should have their personal mobile device on silent mode, during working hours – please see our IT policy for more information. If you use your personal phone for work, it should only be used for work purposes. Discretion should be exercised when using a personal mobile device and any use must not cause a distraction from work for the employee themselves or their colleagues. Staff and volunteers should avoid personal calls and text messages during working hours; ideally, they should only be made during your lunch or other breaks. Employees should obtain authorisation from their line manager if they need to make or receive an urgent personal phone call.

In addition, it is forbidden to:

- give personal phone numbers or home phone numbers to customers or clients (unless it has been agreed with the Executive Director to not have a work phone and the agreed boundaries around that)
- take pictures of colleagues, KeshetUK premises, customers or clients using personal mobile devices, unless it's been agreed by Executive Director.
- transfer files via Bluetooth or other insecure mobile networks (see IT policy around insecure networks).

Where a phone is provided to you by KeshetUK, it is to be used for business purposes only.

Employees should ensure they keep KeshetUK phones in good working order. The phone should remain charged and connected to the network (as far as coverage permits) during working hours so calls can be received as necessary.

When visiting stakeholders or other customers, or when visiting other sites, you may be required to turn off your KeshetUK mobile phone, put it onto silent mode, or not have it visibly on show. Employees must observe any such requirements and ensure they comply with them but ensure that their line manager knows where they are and when they expect that meeting to end.

Representing KeshetUK

KeshetUK recognises the importance of work life balance. Whilst we do not intend to restrict outside activities, it is important to remember that activities whether during or outside of working hours

which result in adverse publicity to KeshetUK, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

When attending any work-related social function an appropriate standard of conduct is expected from all employees and volunteers. This includes but is not limited to any Festival events (such as Chanukah events, Pride etc), nights out, dinners or other social events with suppliers, customers, etc.

Work-related social functions can be a great opportunity to celebrate and get to know your colleagues better. However, it is important to remember that our policies on anti-harassment and bullying, personal harassment, disciplinary and equal opportunities apply fully at these events.

Email and internet use

KeshetUK will not tolerate the use of IT equipment, phones and internet for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment
- accessing social networking sites such as Facebook using KeshetUK's equipment or during work time without permission
- online gambling
- accessing or transmitting pornography
- accessing other offensive, illegal, obscene or otherwise unacceptable material
- transmitting copyright information and/or any software available to the user
- posting confidential information about other employees and volunteers, KeshetUK or its customers or suppliers.

Although our IT facilities are provided for the purposes of our business, we accept that you may occasionally want to use them for your own personal purposes.

Employees and volunteers are not permitted to send personal emails during work time unless in the case of an urgent matter when you should seek the approval of your line manager before sending the email. Employees' and volunteers' work email addresses should not be used to send personal emails.

Employees and volunteers may access their personal email accounts during break times. This is permitted on condition that all the procedures and rules set out in this policy, and KeshetUK's code of conduct, are complied with.

Social media

Social media usage for work purposes is controlled by the Executive Director. Approval will be granted by this person where this is required, for an employee's job role.

Social media usage for personal reasons does not need approval by KeshetUK.

When using social media, either in a personal or work capacity, during or outside working hours, employees and volunteers must adhere to the following guidelines (and our IT and Safeguarding policy).

Posts on social media must not:

- compromise KeshetUK, disclose confidential or sensitive data

- damage KeshetUK's reputation or brand
- breach laws on copyright or data protection
- contain content that is of a libellous or defamatory nature
- engage in bullying or harassment
- be of illegal, inappropriate or offensive content
- interfere with your work commitments
- use KeshetUK's name or reputation to promote any other product or any political opinions.

Employees should ensure they consider KeshetUK's other policies on marketing, promotion, sales and branding.

Building personal relationships

Whilst you are encouraged to be friendly towards our stakeholders it is important that employees and volunteers are aware of and do not cross professional boundaries. Volunteers should maintain professionalism at all times and under no circumstances should become overfamiliar with stakeholders in a way that may be seen to disrupt the operations or reputation of the charity.

Employees who are found to have acted unprofessionally or inappropriately may be liable for disciplinary action in line with KeshetUK procedures. We understand that within the Jewish community these boundaries can be complicated. If you are unsure, please check in with your line manager or the Executive Director.

Alcohol and recreational drugs

Use of recreational drugs and alcohol during working hours is not permitted. If an employee is suspected of use during working hours, they may be subject to disciplinary action under KeshetUK's disciplinary policy. Please see the only exception for alcohol below.

Employees and volunteers must not be under the influence of recreational drugs or alcohol during working hours and must not support or influence others to use alcohol or drugs. Employees suspected of using or dealing drugs in the workplace will be reported to the police.

If you are at a work event and alcohol is being served (e.g. kiddush at a synagogue, social with drinks run by our office, or a networking event), we understand that you may want to consume alcohol. In these cases, minimal consumption is permitted, but this must not impact your ability to work, act professionally and follow these guidelines in terms of behaviour and KeshetUK's expectations.

Health and safety

Any accidents, however minor they may appear, should be recorded in KeshetUK's accident book as soon as possible.

Employees are responsible for ensuring they are familiar with KeshetUK's health and safety policies and procedures, including the consequences of breaching these.

If employees are attending the premises of a third party or service user, they are required to familiarise themselves with the applicable policies and procedures.

Employees should ensure they handle any hazardous materials with care.

Breaching any health and safety rules may lead to disciplinary action. A breach may be considered gross misconduct which can result in summary termination of a contract.

Smoking

In accordance with the Health Act 2006, KeshetUK does not permit smoking in the workplace. KeshetUK promotes a working environment which is smoke-free, pleasant and healthy. This directive extends to the use of e-cigarettes or similar devices.

Bribery

Bribery is, in the conduct of KeshetUK's business, the offering or accepting of any gift, loan, payment, reward or advantage for personal gain as an encouragement to do something which is dishonest, illegal or a breach of trust. Bribery is a criminal offence. No gift should be given nor hospitality offered by employees or volunteers to any party in connection with KeshetUK's business without receiving prior written approval from the employee's line manager or volunteer's supervisor.

Employees and volunteers will face disciplinary action if it is discovered that they have accepted, offered or given any bribe, which could include dismissal for gross misconduct. Accepting a bribe also carries separate criminal liabilities for the employee or volunteer personally, and for KeshetUK.

Flexibility

KeshetUK may request, from time to time, that employees work extra hours at short notice, subject to the needs of KeshetUK. Please see our TOIL policy in relation to this.

Employees may also be requested to perform work which is additional to their usual duties and/or to carry out their role at a workplace other than their usual location of work.

These requests will be made to employees as the need arises through the employee's line manager.

Confidentiality

Information gained during the course of your employment is considered confidential, both for the duration of your employment and post-employment. Particularly around what individuals have shared in a session and the name of the organisation (unless the organisation has given express written permission to be publicly acknowledged). Employees and volunteers are expected to keep this information confidential, unless required to disclose it by law.

The themes and general content of our sessions are not confidential (e.g. you can say you have been running sessions on role modelling, hate crime, by stander and allyship etc). If you aren't sure whether you can share something, please check in with your KeshetUK staff member or anyone relevant to the piece of information.

Competing with KeshetUK

Employees who undertake external activities that place them, or could place them, in competition with KeshetUK may be subject to disciplinary action. If an employee wishes to undertake other employment while employed by KeshetUK, permission is required from the employee's line manager or the Executive Director. Employees should also see their work contract for more information.

Clothing

As employees and volunteers are liable to come into contact with clients, customers or members of the public, it is important that you present yourself in a way that is expected for the setting that you are in. If you aren't sure what that means – please talk to your line manager.

Property and equipment

Employees who cause any damage to KeshetUK's property through misuse, recklessness or carelessness may be required to repay to KeshetUK the cost of repair or replacement. KeshetUK reserves the right to recover this cost by way of a deduction from your next salary payment.

When an employee or volunteer's contract is terminated, they should return all Organisation property, including IT equipment, stationary, mobile phones or tablets, and any other items belonging to KeshetUK.

When on a stakeholders/customer's/third party's premises, employees and volunteers may not use their telephone, computer, post, or other services for personal purposes. Property or equipment may not be removed from a stakeholders/customer's/third party's premises unless with their permission, accompanied by approval by their line manager.

Personal property

Please ensure that you take care when using KeshetUK's equipment and property. KeshetUK is not responsible for the loss, theft or damage to any personal property brought by employees or volunteers on to KeshetUK's premises. Employees who cause any damage to KeshetUK's property through misuse, recklessness or carelessness may be required to reimburse KeshetUK for the cost of repair or replacement.

Employees are responsible for the security and safety of their personal possessions at all times.

Searches

If a significant concern is raised, KeshetUK may require searches to be conducted of employees and volunteers, by authorised persons. KeshetUK may reasonably request to search employee or volunteer's person, clothing, bags, lockers or vehicles.

KeshetUK's authorised person will conduct the search, with an independent witness also in attendance. If an employee or volunteer refuses to permit such a search, the appropriate authorities may be contacted to carry out the search for KeshetUK.

Failure to permit to a search may lead to disciplinary action. A refusal may be considered gross misconduct which can result in summary termination of employment.

Environment

KeshetUK aims to keep use of consumables to a minimum by promoting the effective and efficient usage of equipment, facilities, supplies and services.

Employees and volunteers should make every effort to reduce wastage, turn off excessive lights or heating/cooling equipment, use water resources appropriately and switch off any electronic equipment which is not in use.

Breaches

Breaches of the KeshetUK's code of conduct are likely to be regarded as an act of misconduct to be addressed under KeshetUK's disciplinary procedure. Some of the above sections indicate the level of offence that could occur if breaches are found.

Gross misconduct

The following offences are examples of gross misconduct:

- unauthorised use of KeshetUK's assets and equipment
- insubordination e.g. refusal to carry out duties or obey reasonable instructions, except where employee/volunteer safety may reasonably be in jeopardy
- intentional sexual harassment, harassment, bullying
- serious breach of rules, policies or procedures, especially those designed to ensure safe operation including but not limited to, GDPR legislation or Equality Act (2010)
- divulging or misusing confidential information
- theft or unauthorised possession of any property or facilities of KeshetUK or of any possessions owned by an employee/volunteer of KeshetUK
- consumption of alcohol or drugs, or intoxication by reason of alcohol or drugs, which could affect work performance in any way or have an impact on other employees and volunteers
- having illegal drugs in the possession, custody or control of the employee/volunteer while at work or on the KeshetUK's premises
- defrauding or attempting to defraud KeshetUK, its customers, suppliers or fellow employees and volunteers
- unauthorised or inappropriate use of mobile, email, internet and/or computer systems
- falsification of any KeshetUK records including reports, accounts, expenses claims or self-certification forms
- serious damage to KeshetUK property
- violent, dangerous or intimidatory conduct
- bringing unauthorised person(s) onto KeshetUK premises
- conviction of any criminal offence which may render the employee/volunteer unsuitable for the role
- serious abuse of time-keeping and attendance procedures
- failure to follow KeshetUK's standard operating procedure(s).