



Code of Conduct

**Market House
14 Market Street
Lerwick**

A charitable company limited by guarantee registered in Scotland No. 165677
Registered Office Market House, 14 Market Street, Lerwick, Shetland ZE1 0JP
Company Secretary Catherine Hughson
Recognised by the Inland Revenue as a Scottish Charity - No. SCO 17286

VOLUNTARY ACTION SHETLAND Code of Conduct for VAS Employees and Market House Residents

1. INTRODUCTION

- 1.1 The purpose of this Code is to promote high standards of conduct from all resident members in Market House
- 1.2 The Code applies to all employees of Voluntary Action Shetland and residents of Market House
- 1.3 Everyone should make themselves aware of the content of the Code, including the sources of advice and support available when in doubt about appropriate conduct.

2. MARKET HOUSE RESPONSIBILITY

This code of conduct applies to everyone in Market House. It is the responsibility of all staff and volunteers to familiarise themselves with it.

3. VAS RESPONSIBILITY

- 3.1 VAS will raise awareness of the code of conduct and seek the cooperation of staff and volunteers to ensure compliance.
- 3.2 Any VAS matter that is suspected to be professional misconduct will be brought in the first instance to the attention of the Executive Officer.

4. EXPECTED CONDUCT

- 4.1 Full realisation of the code can only be achieved by a collaborative approach on the part of everyone in the organisations, so that individual attitudes and behaviour are key to success. All Market House residents are expected to conduct themselves in accordance with our values as follows:

- 1. We put clients first
- 2. We are committed to excellence in everything we do
- 3. We respect and trust each other
- 4. We work as one team
- 5. We lead rather than follow; and defend independence of thought
- 6. We recognise and celebrate success
- 7. We take our work seriously, not ourselves

5. EQUAL OPPORTUNITIES

- 5.1 Market House actively promotes anti-discrimination policies and practices Staff and volunteers are expected to respect the rights and differences of others and ensure that their own conduct contributes to a work and study environment free of discrimination and harassment.
- 5.2 Market House is committed to the prevention and elimination of bullying and harassment.

6. CONFIDENTIALITY AND DISCLOSURE OF PERSONAL INFORMATION

Reviewed September 2016

- 6.1 Everyone is entitled to confidentiality and privacy with respect to personal information.
- 6.2 Everyone must maintain the confidentiality, and integrity of personal information to which they have access in the course of their duties.
- 6.3 All documents (either internal or received from an external source) and which contain confidential information should be appropriately protected. Any member of staff or volunteer who is uncertain as to whether any piece of information or document is confidential is expected to seek advice from their line manager.
- 6.4 All personal information is subject to the requirements of the Data Protection Act (DPA) 1998.

7. PUBLIC INTEREST DISCLOSURE

- 7.1 Staff and volunteers are expected to report the following to their Employer:: criminal offences, non-compliance with financial and legal obligations, actions which endanger the health or safety of staff, volunteers, clients or the public, and suspected dishonest conduct

8. MARKET HOUSE PROPERTY

- 8.1 Everyone is expected to use Market House resources in a responsible manner. Fraud, theft, or misuse of Market House property may result in dismissal or eviction and legal action.
- 8.2 Staff and volunteers are expected to use SIC information systems only for official Market House business. Misuse of SIC ICT may lead to disciplinary action.

9. HEALTH AND SAFETY

While recognising its own health and safety responsibilities, VAS expects and the law requires the cooperation of all staff and volunteers to assist meeting health and safety requirements. Health and safety is the responsibility of all organisations in Market House.

10. COMPLAINTS

- 10.1 VAS has procedures for dealing with complaints in a fair, just, timely and transparent manner.

VAS ASSOCIATED POLICIES (available to Market House Resident Organisations)

- Anti-Bullying Policy
- Secure Storage of Information Policy
- Equal Opportunities Policy
- Health and Safety Policy
- Disciplinary and Grievance Procedure
- Complaints Policy
- Mental Health and Wellbeing Policy