

Code of Conduct

As a Young Voices employee or volunteer, you make a valuable and important contribution to the delivery of our signature, family-friendly customer service and support.

Following the guidance set out in this Code of Conduct will give you the reassurance that you are providing safe and compassionate care of a high standard, and the confidence to challenge others who are not. This Code will also tell those who participate in Young Voices exactly what they should expect from Young Voices.

What is Code of Conduct

Codes of conduct are rules outlining responsibilities or behaviours of both individuals and organisations. One working definition is:

“Principles, values, standards, or rules of behaviour that guide the decisions, procedures and systems of an organization in a way that (a) contributes to the welfare of its key stakeholders, and (b) respects the rights of all constituents affected by its operations.”

International Federation of Accountants, 2007

Codes of conduct are widely used by professionals. These serve several functions:

- they set out how an employee should behave, in particular in safeguarding their clients, suppliers, contractors, and anyone else they work with (in that sense they are codes of ethics as well);
- they are a quality indicator. An employee abiding by this code should be providing at least a baseline quality of service to their clients. Violations of the codes are accompanied by disciplinary actions, including employment termination;
- they are often written by an employee on behalf of the company, ensuring that the commitments in the code are owned by the individuals.

Terminology

The following terminology is used throughout this Code of Conduct:

- **Accountable:** to be responsible for the decisions you make and answerable for your actions.
- **Agreed ways of working:** includes policies and procedures where these exist.
- **Compassion:** taking the time and having patience to listen, explain and communicate; demonstrating empathy, kindness and warmth.
- **Competence:** the knowledge, skills, attitudes and ability to practise safely and effectively without the need for direct supervision.
- **Dignity:** covers all aspects of daily life, including respect, privacy, autonomy and self-worth. While dignity may be difficult to define, what is clear is that people know when they have not been treated with dignity and respect. Dignity is about interpersonal behaviours as well as systems and processes.
- **Discriminate:** can be the result of prejudice, misconception and stereotyping. Whether this behaviour is intentional or unintentional does not excuse it. It is the perception of the person discriminated against that is important.
- **Diversity:** celebrating differences and valuing everyone. Diversity encompasses visible and non-visible individual differences and is about respecting those differences.
- **Equality:** being equal in status, rights, and opportunities.
- **Inclusion:** ensuring that people are included and not discriminated against, available to everyone.
- **Omission:** to leave out or exclude.



- **Respect:** to have due regard for someone's feelings, wishes, or rights.
- **Valid Consent:** for consent to be valid, it must be given voluntarily by an appropriately informed person who has the capacity to consent to the action in question. This will be the teacher in charge of music, or the person taking the lead in organising the Young Voices trip.
- **Whistleblowing:** a worker reports suspected wrongdoing at work. You must report things that you feel are not right, are illegal or if anyone at work is neglecting their duties. This includes when someone's health and safety is in danger; damage to the environment; a criminal offence; that the company is not obeying the law (like not having the right insurance); or covering up wrongdoing.

Young Voices' Codes of Conduct

As an employee of Young Voices you must:

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, and rights of people who use Young Voices' services at all times.
3. Work in collaboration with your colleagues to ensure the delivery of high quality, family-friendly customer service and support.
4. Communicate in an open and effective way.
5. Respect a person's right to confidentiality.
6. Uphold and promote equality, diversity, and inclusion.

1. Be accountable by making sure you can answer for your actions or omissions.

Guidance Statements

As an employee of Young Voices you must:

1. Be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed in your job description and for which you are competent.
2. Always behave and present yourself in a way that does not call into question your suitability to work in an arts organisation or customer service environment.
3. Be able to justify and be accountable for your actions or your omissions – what you fail to do.
4. Always ask your supervisor for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively deliver a task.
5. Tell your supervisor about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this.
6. Establish and maintain clear and appropriate professional boundaries in your relationships with teachers, parents, and especially children that take part in Young Voices.
7. Never accept any offers of loans, gifts, or bribes from anyone which may be seen to compromise your position.
8. Comply with your employers' agreed ways of working.
9. Report any actions or omissions by yourself or colleagues that you feel may compromise the safety, privacy, or reliability of Young Voices and, if necessary, use whistleblowing procedures to report any suspected wrongdoing.

2. Promote and uphold the privacy, dignity, and rights of people who use Young Voices' services at all times.

Guidance statements

As an employee of Young Voices you must:

1. Always act in the best interests of people who use Young Voices' services.
2. Always treat people with respect and compassion.
3. Put the needs, goals, and aspirations of people who use Young Voices' services first, helping them to prepare for the concerts in a way that matches their needs with Young Voices'.
4. Always gain valid consent before making changes to an account.
5. Challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
6. Always take comments and complaints seriously, respond to them in line with agreed ways of working and inform a senior member of staff.

3. Work in collaboration with your colleagues to ensure the delivery of high quality, family-friendly customer service and support.

Guidance statements

As an employee of Young Voices you must:

1. Understand and value your contribution and the vital part you play in your team.
2. Recognise and respect the roles and expertise of your colleagues both in the team and from other agencies and disciplines, and work in partnership with them.
3. Work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.
4. Honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
5. Actively encourage the delivery of high quality, family-friendly customer service and support.

4. Communicate in an open and effective way.

Guidance statements

As an employee of Young Voices you must:

1. Communicate respectfully with people who use Young Voices' services in an open, accurate, effective, straightforward, and confidential way.
2. Communicate effectively and consult with your colleagues as appropriate.
3. Maintain clear and accurate records via NetSuite. Immediately report to a senior member of staff any \ changes or concerns you have about NetSuite's data.
4. Recognise both the extent and the limits of your role, knowledge, and competence when communicating with people who use Young Voices – teachers, parents, children, etc.

5. Respect a person's right to confidentiality.

Guidance statements

As an employee of Young Voices you must:

1. Treat all school account information as confidential.
2. Only discuss or disclose school account information in accordance with legislation and agreed ways of working.
3. Always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
4. Always discuss issues of disclosure with a senior member of staff.

6. Uphold and promote equality, diversity, and inclusion.

Guidance statements

As an employee of Young Voices you must:

1. Respect the individuality and diversity of the people who use Young Voices' services and your colleagues.
2. Do not discriminate or condone discrimination against people who use Young Voices' services or your colleagues.
3. Promote equal opportunities and inclusion for the people who use Young Voices' services.
4. Report any concerns regarding equality, diversity, and inclusion to a senior member of staff as soon as possible.