

PMACTIVE Staff & Volunteer Code of Conduct

Purpose

PMACTIVE is committed to providing a safe, welcoming and inclusive environment for everyone. This Code of Conduct sets out the standards of behaviour expected from all staff and volunteers when working for or representing PMACTIVE. It should be read alongside PMACTIVE's other policies and procedures, which provide further detail where required.

Our Expectations

All staff and volunteers are expected to:

- Treat everyone with dignity, respect and fairness.
- Act professionally and responsibly.
- Put the safety and wellbeing of the people we support first.
- Maintain appropriate professional boundaries.
- Follow PMACTIVE policies, procedures and reasonable management instructions.
- Maintain confidentiality and protect personal information.
- Promote equality, diversity and inclusion.
- Take responsibility for their own behaviour and actions.
- Raise concerns promptly when something does not feel right.

Professional Behaviour

Staff and volunteers must:

- Communicate politely and respectfully.
- Be reliable, punctual and appropriately prepared for their role.
- Work positively with colleagues, service users and families.
- Use appropriate language and behaviour at all times.
- Follow relevant risk assessments and health and safety procedures.
- Only undertake duties they are appropriately trained or authorised to carry out.

PMACTIVE does not tolerate bullying, harassment, discrimination, intimidation, threatening behaviour or abuse of any kind.

Professional Boundaries

Staff and volunteers must maintain appropriate professional relationships with children, young people and adults who use PMACTIVE services.

They must not:

- Engage in inappropriate personal or sexual relationships with service users.
- Use their position for personal, financial or other benefit.
- Give or borrow money from service users.
- Use inappropriate physical contact.
- Exchange personal contact details unless authorised and necessary for their role.

- Arrange inappropriate private contact with service users outside their PMActive role.

Where staff or volunteers are unsure about a professional boundary, they should seek advice from PMActive management.

Safeguarding

Everyone working for PMActive has a responsibility to safeguard children, young people and adults at risk. Staff and volunteers must:

- Remain alert to concerns about abuse, neglect, exploitation or harm.
- Take disclosures and safeguarding concerns seriously.
- Report concerns promptly through PMActive's safeguarding procedures.
- Never investigate a safeguarding concern themselves.
- Never promise to keep a safeguarding disclosure secret.
- Never ignore, dismiss or conceal a concern.
- Follow PMActive's safeguarding procedures when working with service users.

Where there is an immediate risk of serious harm, emergency services should be contacted on 999.

Behaviour That Is Not Acceptable

Staff and volunteers must never:

- Use abusive, threatening, discriminatory or intimidating behaviour.
- Humiliate, belittle or deliberately distress a service user.
- Use physical punishment or inappropriate physical force.
- Engage in inappropriate touching or sexualised behaviour.
- Make sexual, suggestive or inappropriate comments.
- Use their position to exploit or take advantage of another person.
- Consume alcohol or illegal drugs while working or representing PMActive.
- Attend work under the influence of alcohol or illegal drugs.
- Behave in a way that could bring PMActive into serious disrepute.

Confidentiality and Digital Communication

Staff and volunteers must protect confidential information and only share information where there is a legitimate reason to do so. They must:

- Keep personal information secure.
- Follow PMActive's Data Protection and Information Sharing procedures.
- Maintain professional boundaries when using social media and digital communication.
- Follow PMActive's Online Safety and Social Media policies.
- Only take or share photographs and recordings in accordance with PMActive procedures and appropriate consent.

Equality, Diversity and Inclusion

PMActive values diversity and expects everyone to be treated fairly and respectfully. Staff and volunteers must not discriminate against, harass or victimise another person.

Everyone should be treated with respect regardless of their background, identity, beliefs, age, disability, sex, race, religion or belief, sexual orientation or other protected characteristic.

Health, Safety and Wellbeing

Staff and volunteers are responsible for contributing to a safe environment.

They must:

- Follow health and safety procedures and risk assessments.
- Report accidents, hazards and concerns.
- Use equipment appropriately.
- Follow emergency procedures.
- Not work while impaired by alcohol or drugs.
- Ask for support or guidance where they are unsure how to carry out a task safely.

Representing PMActive

When representing PMActive, staff and volunteers are expected to behave professionally and protect the reputation of the organisation. PMActive property, equipment, systems and resources must be used responsibly. Staff and volunteers should not make commitments on behalf of PMActive unless authorised to do so.

Raising Concerns

PMActive encourages staff and volunteers to speak up if they have concerns about:

- Safeguarding.
- Unsafe or inappropriate practice.
- The behaviour of another staff member or volunteer.
- Illegal or dishonest activity.
- Serious breaches of PMActive policies.

Concerns should be raised through the appropriate PMActive procedure, including the Safeguarding, Whistleblowing, Complaints or Managing Allegations procedures.

Breaches of the Code

PMActive will take breaches of this Code seriously. Depending on the circumstances, action may include additional supervision or training, removal from duties, or formal action under the Disciplinary and Capability Policy. Serious breaches may result in dismissal or termination of a volunteer placement and may also be referred to external agencies where appropriate.

Policy Review

This policy will be reviewed regularly and updated where necessary to reflect changes in legislation, guidance, organisational practice or identified learning.

Policy Reviews:

Policy Written: September 2026