


Sunbeams

CODE OF CONDUCT

Document Control Sheet

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Signature	

Revision History

Version	Date	Author	Description of Change	Approved By
1.0	Sep 2014	Admin	Initial release outlining staff and volunteer behavioral expectations.	Board of Trustees
2.0	Sep 2015	Admin	Review	Board of Trustees
3.0	Sep 2016	Admin	Review	Board of Trustees
4.0	Sep 2017	Admin	Clarified procedures for managing breaches of conduct.	Board of Trustees
5.0	Sep 2018	Admin	Review	Board of Trustees
6.0	Sep 2019	Admin	Integrated EDI principles.	Board of Trustees
7.0	Sep 2020	Admin	Review	Board of Trustees
8.0	Sep 2021	Admin	Added digital communication standards.	Board of Trustees
9.0	Sep 2022	Admin	Review	Board of Trustees
10.0	Sep 2023	Admin	Review	Board of Trustees
11.0	Sep 2024	Admin	Review	Board of Trustees
12.0	Sep 2025	Admin	Comprehensive annual review; strengthened guidance on boundaries and confidentiality; branding refresh.	Board of Trustees

1. This Behaviour Code

This behaviour code outlines the standards Sunbeams expects from all staff and volunteers — including trustees, mentors, facilitators, and anyone undertaking duties on behalf of the organisation.

It ensures that all young people, families, and colleagues are treated with respect, dignity, and professionalism.

Sunbeams is responsible for ensuring everyone taking part in our work understands and agrees to follow this code and is aware of the consequences of inappropriate conduct.

2. Behaviour at work

Introduction

Sunbeams prioritises the dignity and wellbeing of all service users, colleagues, and visitors.

As an employee or volunteer, you are an integral part of Sunbeams' provision. The care and support you provide should always be delivered in a friendly, respectful, and professional manner.

If you are ever unsure about professional boundaries, seek advice from your Line Manager or the Designated Safeguarding Lead (DSL).

During your induction, you will be shown where Sunbeams' policies are stored. You must familiarise yourself with all those relevant to your role.

3. Safeguarding

You have a duty to report any concerns about the abuse or suspected abuse of a service user immediately to your Line Manager or the DSL.

Make sure you are familiar with Sunbeams' **Safeguarding & Child Protection Policy** so you know exactly what to do if you have a concern.

Remember that all Sunbeams staff and volunteers are in a **position of trust**. You must never use your role to form inappropriate relationships, influence, or favouritism with a young person or family.

4. Data Protection (GDPR)

Refer to the **Sunbeams Data Protection and Confidentiality Policies** for full guidance. You must never share information about service users, staff, or Sunbeams operations unless it is part of your job and authorised.

All enquiries from the media must be directed to a member of senior management.

Never take action that could compromise the safety, security, or privacy of others.

Health and Safety

Follow all Sunbeams Health & Safety procedures and any current public-health or infection-control guidance.

Regular handwashing, good ventilation, and compliance with PPE or hygiene rules remain part of best practice.

Do not take unnecessary risks or actions that could endanger yourself or others.

5. Dress Code

When representing Sunbeams, wear clothing that reflects professionalism and respect for our culturally sensitive environment.

Clothing should be modest, role-appropriate, and not overly casual or trendy.

6.Employee's Property

Please avoid bringing unnecessary personal items to work. Sunbeams cannot accept responsibility for any loss or damage to personal property.

7.Telephones and Electronic Devices

Sunbeams phones are for business use only. Personal calls should be limited to emergencies.

If you are issued a Sunbeams mobile phone, you are responsible for its safekeeping and appropriate use.

Personal phones should be switched off and stored securely during work hours.

8.Photography and Recording

No photographs or videos may be taken of service users without explicit permission from both your Line Manager and the service user (and their parent/carer, where relevant).

Only Sunbeams-owned devices may be used, and all images must remain on site.

Staff and volunteers must also follow the **Sunbeams Images & Media Policy** and **Appropriate Physical Contact Policy** at all times.

9.Gifts and Beneficiaries

If a service user or family member offers a gift, you should politely decline and inform your Line Manager.

If the person insists, your Line Manager will decide whether it can be accepted (for example, a small box of chocolates for the team).

Staff and volunteers must never give money or personal gifts to service users.

10.Collections at Work

Small occasional collections for birthdays or team gifts are permitted, but only with your Line Manager's permission.

11.Accident Reporting

All accidents or incidents, no matter how small, must be recorded in the Accident/Incident Book as required by the **Health & Safety Policy**.

Serious incidents or those involving visitors must also be reported immediately to management.

12.Emergency Evacuation Procedures

Make sure you know the building's fire exits, evacuation routes, and assembly point (corner of Stamford Hill and Colberg Place).

Always follow instructions from the Fire Marshals and DSL in an emergency.

13.Smoking

Smoking and vaping are not allowed anywhere on Sunbeams premises or near public entrances.

14.Complaints

If you receive a complaint, inform your Line Manager immediately.

Explain to the complainant that Sunbeams has a formal **Complaints Policy** which sets out how their concern will be handled.

15.Confidentiality

All information you acquire about Sunbeams, our service users, suppliers, or partners must be treated as strictly confidential.

Do not discuss or disclose this information during or after your time with Sunbeams unless authorised or legally required to do so.

Keep your workspace secure and clear of sensitive information.

Breaches of confidentiality will be treated as **gross misconduct** under the Disciplinary Policy.

16.Working with children and young people

The Role of Staff and Volunteers

You have a **duty of care** toward all children and young people we work with.

You are expected to model positive behaviour and maintain professional boundaries at all times.

This code helps protect both you and the young people from harm or false allegations.

Staff and volunteers are responsible for:

- Prioritising the welfare of children and young people.
- Providing a safe and supportive environment.
- Following all Sunbeams policies and procedures.
- Staying within the law at all times.
- Modelling respectful behaviour and language.
- Challenging inappropriate conduct.
- Reporting all safeguarding concerns immediately to the DSL.

17.Code of Conduct When Working with Children and Young People

- Always act, and be seen to act, in the child's best interests.
- Maintain professional boundaries and act as a positive role model.
- Never enter into personal discussions about yourself or other children.
- Do not share personal phone numbers, social media accounts, or private messages with service users.
- Do not access social media in the presence of children or use Sunbeams' equipment for personal browsing.
- Never use your position to intimidate, threaten, or coerce a child.
- Avoid any relationship or behaviour that could be seen as exploitative or inappropriate.
- Treat all information about young people with confidentiality and care.
- Wear professional, modest clothing appropriate to your role.
- Declare and record all gifts given or received to prevent misinterpretation.
- Report any indications that a child may be developing an inappropriate attachment or infatuation.

- Avoid being alone with a child unless it is unavoidable and risk-assessed. Keep doors open and ensure visibility.
- Do not engage in horseplay, tickling, or physical “play-fighting.”
- Avoid physical contact when children are undressed or in private spaces.
- Never use force or punishment. Use calm, non-threatening strategies and keep parents informed.

18.Images & Media Policy.

- Ensure consent and transparency when taking photographs, following the
- Record and report any situation that may compromise your professional standing or the reputation of Sunbeams.

19. Equality, Diversity & Inclusion (EDI) and Anti-Discriminatory Practice

Sunbeams is committed to creating a safe, inclusive, and respectful environment. Although our services are designed for Orthodox Jewish girls and young women, we value and respect all forms of diversity.

We do not tolerate discrimination of any kind — including on the grounds of disability, culture, ethnicity, family circumstances, or any protected characteristic.

All staff and volunteers must model inclusivity and challenge any discriminatory language or behaviour.

20.Upholding this code of behaviour

You must always follow this Code of Conduct and never rely on your reputation or that of Sunbeams to protect you.

If you behave inappropriately, you may face disciplinary action, up to and including dismissal or removal from your role.

Serious breaches will be referred to statutory authorities (e.g. police or local safeguarding partners).

If you become aware of any breach of this code:

- Report it immediately to **Jessica Zwiebel, Director and DSL.**
- If necessary, follow the **Whistleblowing Policy** and **Safeguarding Procedures.**

Reviewed: September 2025

Next Review: September 2026

Signed: _____

Position: Trustee

Date: _____