

Version		4	
Date approved by CEO		September 2018	
Review Period		3 Year	
Last Review Date		November 2024	
Sources of guidance used		ISO 9001	
Document History			
Version	Date	Editor	Changes made
1	November 2019	M Gandy	Original
2	August 2021	M Gandy	General update
3	December 2022	P Smith	Review and minor edits
4	November 2024	M Corneille	Content edits

Code of Conduct for Employees

Introduction

General

Manchester YMCA is a charity and provides key services through the Y Club, The Castlefield Hotel, and via its Youth & Community programmes. Its customers, members, users and the public are entitled to expect the highest standards of conduct from all employees who work for the organisation. This Code is intended to provide guidance to you in your work.

The aim of the Code is to lay down guidelines which will help you to maintain the values of your employer and protect you from misunderstanding or criticism.

The principles of the Code

As an employee of Manchester YMCA, you are expected to uphold the following principles:

- **Selflessness** - take decisions solely in terms of the values of Manchester YMCA. You must not do so in order to gain financial or other material benefits for yourself, your family, or your friends.
- **Integrity** - do not place yourself under any financial or other obligation to outside individuals or organisations which might influence you in the performance of your duties.
- **Objectivity** - make certain that in the delivery of services, the appointment of staff or the awarding of contracts, you ensure impartiality and that choices are made on merit alone and compliant with YMCA Manchester policy and practice.

- **Accountability** - accept accountability for your decisions and actions to the Board of Trustees, to customers, members, users, to the providers of public funds and other stakeholders, and submit yourself to whatever scrutiny is appropriate.
- **Openness** - be as open as possible about all the decisions and actions that you take. You must be able to give reasons for your decisions and restrict information only when individual or commercial confidentiality clearly so demand.
- **Honesty** - declare any private or personal interests to your line manager that may have an impact on your role and take steps to resolve any conflicts of interest arising in a way that is lawful and protects the reputation and values of Manchester YMCA.
- **Leadership** - promote and support these principles by leadership and by example.

Responsibility of Manchester YMCA

This Code is not intended to impose or change any terms and conditions of employment between you and Manchester YMCA.

To assist its employees in complying with the guidance of this Code of Conduct, Manchester YMCA will ensure that:

- All staff have been issued with a copy of the Code and have been made aware of its implications;
- Their employees have a good understanding of the organisation's arrangements for management and control, and particularly the role of the Board of Trustees;
- The provisions of the Data Protection Act are taken into account in implementing the Code.

General Standards

General conduct

You are expected to carry out your duties in accordance with Manchester YMCA policies and procedures. High standards of personal conduct at work are expected of employees. You should show courtesy, efficiency, reliability, sobriety and punctuality.

All employees should respect their colleagues. We will not allow any kind of discriminatory behaviour, harassment or victimisation.

Financial conduct

You must ensure that you use funds and resources entrusted to you for the purpose intended, and in a responsible and lawful manner. You should seek to safeguard such funds and resources from abuse, theft, or waste. You must strive to ensure value for money for Manchester YMCA, its customers, members, users and any public or charitable funders.

You must be aware of your employer's financial regulations, standing orders and internal controls, and observe them.

You must be aware that it is a serious criminal and disciplinary offence to receive or give any gift, loan, fee, reward or other advantage in return for doing (or not doing) anything, or showing favour (or disfavour), to any person or organisation.

If an allegation of corrupt behaviour is made, you must be able to demonstrate that any rewards you have obtained have not been corruptly obtained.

You must ensure that you do not place yourself in a position that may be considered to be one for personal benefit through abuse, e.g. in provision of financial advice, being Power of Attorney, handling service users' money / possessions as this is a serious criminal and disciplinary offence.

Use of resources (carbon reduction)

As a facility which is open every day and one which has a swimming pool and other leisure facilities, we use a lot of energy. As an organisation we are committed to reducing the amount of carbon we emit through our energy consumption and through our operations, including how we dispose of waste.

We expect all staff to:

- be active in reducing energy consumption. This might be through turning off lights in empty rooms and closing windows. AC units in the conference rooms should be turned off, if not in use
- travel to work using a sustainable form of transport
- don't print off documents unnecessarily
- use appropriate bins for disposal of waste

Confidential reporting

If you become aware of any deficiencies in service delivery, breach of this Code or other procedures, or other impropriety, you must report this to the Chief Executive or, if appropriate, the Board of Trustees.

Failure to follow the Code of Conduct

You should recognise that failure to follow this Code of Conduct may damage Manchester YMCA's reputation and work and so will be viewed as a disciplinary matter, to be dealt with under normal disciplinary procedures.

Relationships

You are responsible to the Members of the Board of Trustees through the line management structure leading to the Chief Executive. If your work brings you into contact with committee members, mutual respect between you and them is essential to the good running of the organisation.

Customers, Members, Service Users

If you are involved in the delivery of services, you must always remember your responsibilities to the customers and community you serve, and ensure courteous, efficient and impartial service delivery to all groups and individuals.

You must never allow any personal relationship with a customer, supplier, member, colleague, or service user to conflict with the duties of your employment, or the best interests of any of these groups. You must never allow yourself to be compromised by, or take advantage of, your relationship with these groups.

You must not invite or influence a customer, supplier, member or service user to make a will or trust under which you are named as executor, trustee or beneficiary.

You may not receive loans from customers, suppliers, members or service users and may not give loans from your personal money.

Contractors

All current or past relationships of a business or private nature with external contractors, or potential contractors, should be declared to the Chief Executive. This applies whether or not you personally are involved in the appointment or supervision of contractors.

Equality

You must ensure that Manchester YMCA policies concerning equality issues are complied with, both in the letter and the spirit. Equality issues affect every area of the Association's work: in provision of services; purchasing decisions; and as an

employer. All members of the local community, customer, service users, suppliers and your fellow employees have a right to be treated with fairness and equity.

Openness

The law requires that certain types of information must be available to Members of the Board of Trustees, auditors, customers and the public. You must be aware of which information Manchester YMCA is open about, and act accordingly. If in any doubt, you should refer to the Chief Executive.

Confidentiality

You must be aware of which information must be kept confidential. Personal information about customers, members, your colleagues or other individuals must be regarded as strictly confidential.

You must not use any information obtained in the course of your employment for personal gain or benefit, nor pass it on to others who might use it in such a way.

If you have access to confidential information on tender costs or other commercially sensitive information, you must not disclose that information to any unauthorised person or organisation.

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Tendering and purchasing

You must exercise fairness and impartiality when dealing with all consultants, suppliers, contractors and sub-contractors. All orders and contracts must be awarded on merit, by fair competition.

No special favour should be shown to any business with which you or your family have some personal or professional connection. The same applies to any business connected with current or recent former employees or their partners, close relatives or associates.

Use of the employer's suppliers or contractors

If you use Manchester YMCA's suppliers or contractors for personal services, you must achieve a separation between your personal purchasing decisions and the Association's and must not give or receive favourable treatment. Where you do use such a company, you must make a declaration to the Association for goods or services.

In order to avoid any possible accusation of bias, you must not be involved in an appointment where you are related to an applicant or have a close personal relationship outside work with him or her. Any such relationship should be declared to the Chief Executive, whether or not you are involved in the appointment process. You must not be involved in decisions relating to discipline, promotion or pay adjustments for any other employee who is a relative, partner or close personal friend.

The law and Manchester YMCA's procedures lay down rules for appointment, discipline and dismissal of staff. These must be observed scrupulously and impartially, subject always to the duty to act fairly.

You must not canvass the support of colleagues or Members of the Board of Trustees for any candidate applying for employment. You must also resist and report any attempt by others to do so.



Here for young people
Here for communities
Here for you

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FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE

Your activities outside the workplace are your own business, but in some circumstances could overlap or conflict with the interests of Manchester YMCA. If in any doubt, you should inform the Chief Executive and seek any necessary written permission.

You must obtain written permission before undertaking outside activities if your official duties overlap in some way with the proposed activity, if it arises through your work, or if it makes use of material to which you have access by virtue of your position. This applies equally to unpaid or voluntary activity as to paid work.

Paid employment

You must obtain written consent to take any outside paid employment. You must be clear about your contractual obligations and must not take outside employment which conflicts with Manchester YMCA's interests.

Use of facilities

No paid outside work of any sort should be undertaken at your place of work, and no use should be made of office facilities (such as telephones, postage, photocopiers etc) in connection with such work.



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Political, campaigning and public activities

You must avoid any activity in the public arena which could bring your employer into disrepute.

You must follow the expressed policies and procedures of Manchester YMCA and must not allow your own personal or political opinions to interfere with your work or impartiality.

Gifts and Hospitality

This policy does not prohibit the giving or accepting of reasonable and appropriate hospitality for legitimate purposes such as building relationships, maintaining our image or reputation, or marketing our products and services.

You should never accept any hospitality which could be interpreted as a way of exerting an improper influence over the way in which you carry out your duties; nor should you offer such hospitality to others on behalf of Manchester YMCA. The timing of hospitality in relation to procurement or purchasing decisions which your employer may be taking is especially sensitive. Above all, you must never solicit

hospitality. **Here for young people** YMCA enables people to develop their full potential in mind, body and spirit. **Here for communities** Inspired by, and faithful to, our Christian values, we create supportive, inclusive and **Here for you** energising communities, where young people can truly belong, contribute and thrive.

If you have to decline hospitality, you should be courteous but firm and draw the

you should pay your share of any costs and claim these from Manchester YMCA in the ordinary way.

Gifts must be of an appropriate type and value depending on the circumstances and taking account of the reason for the gift. Gifts must not include cash or cash equivalent (such as vouchers) or be given in secret. Gifts must be given in our name, not your name.

Promotional gifts of low value such as branded stationery may be given to or accepted from existing customers, suppliers and business partners.

You must declare in writing all non-trivial gifts or hospitality given or received. Trivial gifts need not be recorded. Examples of trivial gifts include: chocolates, pens, and small gifts under £5 value. All non-trivial gifts need to be recorded, examples include: alcoholic beverages, meals, drinks receptions, event invitations and tickets. If you are in any doubt as to whether something should be declared, then ask your manager for clarification.



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All accounts, invoices and other records relating to dealings with third parties including suppliers and customers should be prepared with strict accuracy and completeness. Accounts must not be kept "off-book" to facilitate or conceal improper payments.

Declaration of Interests

General

You must ensure that your private or personal interests do not influence your decisions, and that you do not use your position to obtain personal gain of any sort, either for yourself directly, or for your families, friends or associates.

You must declare any actual or potential conflicts of interest arising from previous sections of this Code in Manchester YMCA's register of interests.

Declarations

You must be meticulous about declaring any actual or potential conflicts of interest which arise, as affecting you, your close family, friends or associates (potential conflicts of interest are sometimes referred to as "qualities of interest"). You must declare to the Chief Executive any financial or non-financial interests which you

doubt, you should seek advice from the Chief Executive.

If you are a board member of another charity or voluntary agency, you should declare conflicts of interest arising in the normal way. The same is true if you are an elected member of a local authority.

Conduct in meetings

If you are present at a committee meeting which is discussing an item which poses a conflict of interests for you, you must declare the interest. If the conflict is clear and substantial, you must take no part in the discussion and decision and should offer to leave the meeting.

Membership of certain organisations

You should declare to the Chief Executive if you are a member of any organisation not open to the public which has secrecy about its rules or membership or conduct.



Staff behaviour at socials

There is no issue with people having a drink and we certainly don't want to discourage it, but we do have an issue with people being drunk, abusive or behaving in an inappropriate manner. If you feel yourself getting out of control then please refrain from drinking any more. Remember, how you behave on our premise will colour how members, guests, and other staff perceive you in the future.

Off-duty staff are permitted in the hotel bar up until midnight, but after this time they will not be served drinks and must leave the premises (if not staying over). Staff will not be admitted to the hotel after midnight for any purpose (e.g. calling a taxi) unless they are staying over. These requirements can be relaxed for designated social events (e.g. Halloween, Christmas) at the discretion of the Chief Executive.

Staff having a drink on the premises and at YMCA social events off-premises are expected to behave in a manner befitting a representative of the Manchester YMCA and uphold a high standard of behaviour at all times. Staff who are on duty and enforcing these guidelines should be treated with respect. Failure to comply with a reasonable request from a member of staff on duty may lead to disciplinary action being taken.

If staff are staying in hotel rooms or the staff stayover rooms then, again, they are expected to be on their best behaviour and if people are sick (or worse) then they will be charged as normal hotel residents.

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If you have any difficulty understanding this Code, please contact your line manager for further explanation.