



BATH WELCOMES REFUGEES

BEHAVIOUR CODE OF PRACTICE

This Code outlines the standards of conduct, behaviour and accountability expected of all volunteers, staff, members, and supporters (V,S,M,S) of Bath Welcomes Refugees (BWR).

We all share a personal responsibility to treat others with dignity and respect, to act honestly, to use BWR's funds and resources appropriately, to practice equal opportunities at all times, and to adhere to safeguarding and health and safety policies. These expectations are set out below.

Equality, Diversity and Inclusion

Volunteers, staff, members, or supporters must not discriminate against people they come into contact with during their time at BWR on the basis of their ethnic origin, gender, sexual orientation, religion, disability, age, colour, family circumstances, working arrangements, social class, national or social origins, civil or legal status, political or other opinions. Everyone is expected to comply with BWR's Equality, Diversity and Inclusion Policy - [Equality, Diversity and Inclusion Policy](#)

Health and Safety

Everyone must adhere to the Health and Safety Policy of BWR. They should take every action to keep themselves and everyone who engages with the activities of BWR safe and well. Everyone should take immediate safety action in a potentially harmful situation by complying with guidelines and collaborating with colleagues and other agencies. [Health and Safety Policy](#)

Safeguarding

Everyone must follow the guidance within BWR's Safeguarding Policy for the protection of children and adults considered to be at risk of harm, which includes both children and adults within refugee families. Please remember it is not acceptable for volunteers to provide childcare to families when parents are not present. Everyone is encouraged to notice and discuss any concerns with their team leader, volunteer coordinator and then the safeguarding lead. It is important to be clear about facts and not to either exaggerate or trivialise abuse issues. [Safeguarding Policy](#)

Conflict of interest

Everyone is required to declare an interest where a group or organisation that the individual is involved with would be considered to be in conflict with the activities and ethos of BWR. Everyone should declare to BWR their relationship with any individuals where this might cause a conflict with BWR's activities (e.g. a relationship with another volunteer, staff member, member or supporter, or a contractor who provide services to BWR.)



Use of BWR's contacts

The use of BWR's contacts for acquiring materials or services at trade/discount prices for non-BWR activities is unacceptable.

Use of BWR's resources

BWR's resources are available only for BWR's activities and should not be used in another job or post, or for personal use, unless authorised in writing and in advance by BWR's management committee. This includes photocopy facilities, stationery, telephones, computers, and consumables.

Gifts

We should normally not accept gifts from people BWR supports. However, there are some exceptions: accepting food is seen as part of a cultural and social exchange, and small very personal gifts, such as an item made by the person, can also be accepted. It is important that none of us give the impression that any gifts are expected or needed in order to receive support from BWR.

Use of alcohol and illegal drugs

No-one should participate in BWR activities while under the influence of alcohol or illegal drugs where it could adversely affect their performance or behaviour.

Confidentiality

We may come into contact with a significant volume of data and information in relation to either our fellow volunteers or staff members, refugees, asylum seekers or BWR's activities and other matters, which is personal and sensitive. There is an obligation to read and observe the requirements of the Data Protection Act 1998 as encompassed within BWR's Data Protection Policy and to follow the procedures outlined. As a general rule, sensitive information should only be shared on a strict need-to-know basis (i.e. the issue impacts on their work or role). Particular caution should be exercised in the use of email and social media. When using a laptop, talking face-to-face or on the phone be aware of the surroundings and the presence of other people. [Data Protection Policy](#)

Copyright and acknowledgement

Everyone is required to be mindful of copyright legislation and to adhere to the guidance in relation to specific resources. Where work (creative, research-based, physical, digital) is donated to or created by BWR, this must be acknowledged and protected from unauthorised alteration.

Dress code

Everyone is expected to dress appropriately and considerately for any given occasion and to exercise a degree of common sense.

Dignity and respect

Everyone must at all times show respect and understanding for individuals' rights, safety, and welfare, and conduct themselves in a way that reflects the ethos and principles of BWR.

We will all:

- Treat the people we work alongside with respect and dignity.
- Listen carefully to what an individual is saying. On occasions where language may prove to be a barrier, take steps to engage a competent interpreter/translator.



- Value each individual.
- Recognise the unique contribution each individual can make.
- Encourage and provide positive feedback to individuals.
- Use appropriate language and challenge the use of any inappropriate language.
- Respect individuals' right to privacy.
- Respect individuals' right to self-determination.

Where BWR support is provided

BWR expects all volunteers and staff to carry out their activities at the family's home, at BWR-arranged venues (e.g. study club, Rose Cottage, Ukrainian social gathering, BWR office) or, of course, supporting appointments etc. in the community.

You cannot invite people you support to your home because the DBS checks carried out by BWR do not cover 'working from home'. It may be that you develop a genuine friendship with someone you are supporting and wish to invite them to a social event at your home. This must be discussed with your team leader/volunteer coordinator and a risk assessment carried out.

Please follow the guidance on Risk Assessment and Management in BWR's Health and Safety Policy - [Health and Safety Policy](#).

Points to consider if inviting someone you support to a social event at your home:

- We all have a duty of care to visitors to our home.
- What if there were an accident?
- Are there any medical conditions you need to be aware of?
- Do you want families to know where you live (they may pass this on to other families/friends)?
- Are there any access issues?
- In many cultures it is customary to bring a gift when visiting someone's home - might the family feel they should do so?
- Most families are in social housing - is there a significant discrepancy between your home and theirs?
- How will they travel to and from your home?
- Might this set up an expectation with other families/other family members?
- Might this affect the dynamics of your relationship?

Relationships

We should all take care to ensure that personal relationships do not affect our roles within BWR or its work.

Communication

Good communication and the sharing of information is essential in any organisation. BWR will make every effort to ensure that, should individuals have concerns, they will be listened to and taken seriously. It is the responsibility of the Management Committee and trustees to ensure that



information is available to, and exchanged between, all those involved in the organisation and its activities. But confidential information should only be shared on a strictly need-to-know basis. People who have been given a BWR email address are expected to use this for all BWR email communication, rather than any other email addresses.

Approved by the Management Committee and Trustees of BWR - April 2021, revised April 2024