



Family First

Employee Code of Conduct



Employee Code of Conduct



This code explains what is expected of our colleagues, bank staff, volunteers and contractors.

All must demonstrate high standards of conduct to encourage children in our care to also do the same and avoid putting themselves at risk of allegations of abusive or unprofessional conduct. This Code of Conduct is not intended to detract from the enhancing experiences children gain from positive relationships with staff. More importantly, it is intended to assist staff by offering guidance on conduct to identify boundaries, responsibilities and acceptable behaviour.

The Code of Conduct should be read and agreed to in conjunction with your job description, your contract of employment and company policies and procedures. If you are unclear of anything, please speak to your manager without delay.

All actions concerning children must uphold their best interests and colleagues must be mindful that they hold a position of trust and their behaviour towards children is without reproach.

Trust & Confidentiality

- Maintain strict confidentiality regarding children, colleagues, parents, carers and all matters concerning their employment and company operations
- Build relationships with all parties with trust and utmost integrity
- Treat all company documentation containing personal data with sensitivity and privacy

Equality And Diversity

- Colleagues have a duty to respect each other and families by valuing cultural diversity, opinions and choices without judgement
- Colleagues are expected to challenge and report any discriminatory remarks or behaviour against other staff members, visitors, children or families

Safeguarding

- Ensure that you understand the role of the DSL (Designated Safeguarding Lead) and remain updated on any changes to the DSL of the nursery
- Understand whistleblowing procedures to report a concern, incident or staff/child disclosure including where to access this information
- Identify and immediately report any concerns about actual or potential child abuse including physical, mental, emotional and/or neglect.
- Handle children gently with care, dignity and respect at all times
- Provide nurturing support and respond to children's needs with empathy and humility
- Speak to children in a calm tone and polite manner, never shout or threaten e.g. 'if you don't tidy up, you can't go to the garden' or 'if you don't eat your lunch, you won't get pudding'.
- Encourage positive behaviour in children by using appropriate language, tone and effective techniques and never by rough handling, excessive force or using derogatory remarks e.g. silly, stupid, naughty
- Conduct daily checks of equipment and resources to ensure children's safety & wellbeing
- Carry out tasks with the highest regard for the health and safety of all staff, children and visitors
- Ensure you and your team deploy yourselves effectively in the nursery, working in sight and sound of other colleagues
- Personal mobile phones and devices must be stored away and must not be used in areas where children are present
- Viewing, storing or exchanging any form of offensive, pornographic, explicit, obscene or discriminatory content or language with any employee, parent, child or another person known through your employment is strictly forbidden

The safety and wellbeing of staff, children and families is our number one priority

Suitability And Fitness

- Attend work only if you are fit and well to take responsibility for the care of children
- Notify management of any medical condition(s) that could impact your ability to perform your role and responsibilities to the expected standards
- Permit the company to conduct regular checks of your DBS record for which you need to enrol onto the DBS update service
- Criminal offences relating to intimidation; abuse; neglect;

serious violence; drugs; sexual misconduct; discrimination; theft or imprisonment, are generally deemed unacceptable in accordance with company expectations of suitable candidates/colleagues, but we will risk assess this on a case by case basis

- Notify management of any person you live with or are related to that may not be able to work with (or care for) children or have a known child related criminal conviction(s)
- Notify management of any external intervention arising outside of work that relates to your ability to care for your own child or children you have responsibility for.
- Do not enter company premises under the influence of alcohol or drugs (or strong medication that impacts your consciousness or mobility)

Care

- Children must be supervised at all times
- Always consider each child's safety as well as their individual needs to the best of your ability
- Follow planning and children's interest to provide activities and resources for all children
- Treat all equipment, resources and the nursery environment with care and respect; as if they were your own
- Be accountable and take responsibility for your actions
- Role model good hygiene standards e.g. clean work surfaces, wash hands thoroughly and regularly, catch coughs/sneezes in a tissue where possible
- Close doors securely to ensure children are supervised at all times
- Allow only recognized visitors into the nursery and check identity of any other visitor including parents
- Ensure medical and dietary needs are met for all children with risk assessments and care plans are regularly

reviewed to administer care appropriately

Commitment

- Be willing and prepared to 'go the extra mile' at work
- Be enthusiastic towards your job, children, parents and colleagues
- Be a reliable team member; look after yourself to ensure absences are kept to a minimum. Consider the impact of absences on your colleagues
- Promote company values, ethos and principles
- Ensure the highest quality of care to children and safeguard their environment

- Act with honour and integrity and be honest and professional at all times
- Uphold the trust placed in you by parents by respecting their individual requests and demands and providing

the highest standard of care

- Uphold the trust placed in you by colleagues - look out for, and after them and do your fair share of duties and tasks

Teamwork

- Be mindful and proactive in observing and protecting the safety of your colleagues and those in your care
- Support fellow team members - ensure no one person is doing all the work and help other team members if they require it
- Be friendly and considerate – remember everyone is unique
- Work together to ensure the best possible outcome of those in your care
- Communicate with parents and carers in a professional and caring capacity
- Ensure professional boundaries are maintained with your colleagues and that personal relationships do not impact your or their work

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Quality

- Demonstrate reflective practice to identify the strengths and areas for improvement in your practice
- Build upon your strengths and look to improve upon areas of weaknesses
- Offer support and ideas to enhance the nursery setting and overall quality of care
- Give colleagues and senior staff support where requested

- Look to develop your overall skills and knowledge
- Understand and contribute towards self-evaluation and development of the nursery setting
- Understand and regularly review company policies and procedures

Customers

- Uphold professional boundaries and any planned social contact with children or their families outside of the setting must be approved by the manager in advance
- Communicate with parents and visitors on a strictly professional basis only. The company does not permit colleagues to form close relationships with parents outside of work or connect through any social media platform
- Private work for existing or former parents is not encouraged by the company. If you choose to enter any arrangements i.e. babysit, you should know that if any such outside activity is perceived to damage company interests, reputation or credibility or could expose you to allegations relating to your conduct or a conflict of interest, the company can instigate disciplinary proceedings which may lead up to and including dismissal.
- Do not engage in conduct outside work which could seriously damage the reputation and standing of the nursery or your own reputation or the reputation of other members in the company

Concerns

- Record and report all accidents and incidents to the senior member of team on site and seek advice if unsure
- Escalate any unresolved concerns to company Directors, HR or through the whistleblowing procedures
- Use the formal grievance procedure to raise serious or unresolved matters

We trust that this sets the expectations of staff and we welcome you on the exciting journey ahead.

I have read the Company's code of conduct and understand the expected standards of behaviour as outlined in this as well as my job description and employment contract. I will adhere to the code set out and help my colleagues to also follow this where needed and will seek support from management if I have any queries regarding it.

Any questions/comments

Print Name:

Job Title:

Signature:

Date: