

EQUALITY, DIVERSITY AND INCLUSION (EDI) CODE OF CONDUCT FOR COLLEAGUES AND VOLUNTEERS

**Treat all people as individuals
and with respect.**



01 April 2024



**Changing childhoods.
Changing lives.**

Introduction

1. We want Equality, Diversity and Inclusion (EDI) to be at the heart of everything we do at Barnardo's. We are committed to promoting equality and preventing discrimination and making sure Barnardo's is a place where everyone can belong, grow and thrive.
2. Our Code of Conduct (Code) applies to all colleagues including those who are directly employed by the charity, colleagues who work to an 'as and when' agreement, as well as agency workers, contractors/ consultants, secondees for partner organisations, our foster carers and our volunteers.
3. This Code sets out our commitment to EDI and supports our legal obligations under the Equality Act 2010 (including the 2023 amendments) and equivalent equality legislation in Northern Ireland and Jersey. It supports our [EDI Policy](#) and the commitments we have laid out in our [People and Culture Strategy](#), [EDI Action Plan](#), disability equality action plan and [Anti-Racism Commitments](#).
4. The purpose of this Code is to provide a clear framework within which colleagues and volunteers of Barnardo's are expected to operate. It sets out the principles and behavioural standards that we expect, including raising concerns, if we see or experience something that contradicts the Code or our expected behaviours, and the implications of not following this Code.
5. The principles and standards within this Code and our EDI policy also apply to email and the acceptable use of the internet and social media, for further guidance please refer to our:
 - IT Code of Practice ([IT code of practice](#)) Brand, Social Media guidance (see [Social media: policy, guidance and escalation](#))
 - [Colleague Handbook](#)
 - policies for safeguarding children and adults at risk (see [Safeguarding policies](#) and our [Safeguarding code of conduct](#)).

Your responsibilities:

- Before you start working or volunteering for Barnardo's, you will be expected to have read this Code and to follow it throughout your time with us, in both your professional and personal life. It will be discussed with you during your induction and these conversations will continue and form regular discussions during your time with Barnardo's. If there is any aspect of the Code that you are unsure on, please speak with your manager.
- We all have a responsibility to behave in a way that is respectful of other colleagues and volunteers and to understand that our views and opinions may not always be the same.
- You should treat this Code of Conduct as a guide for your own behaviour and the standards of behaviour you should expect from other colleagues and volunteers. This applies even if your views or behaviours outside work would be different.

You should:

1. Take personal responsibility to uphold the standards within this Code and model and support our behaviours and to work to the principles outlined in our **EDI Policy** which is based on good practice and the law.
2. Comply with and support our policies and initiatives which outline Barnardo's commitment to EDI, for example, participate in mandatory EDI training or associated workshops (see **Mandatory training for EDI!**).
3. Treat others how they would like to be treated and behave in a way that is respectful to others; understand that our views and opinions may not always be the same as our colleagues.
4. Respect and understand that what may be acceptable to one person may not be acceptable to another. Everyone is and should be treated as an individual.
5. Respect the confidentiality of colleagues and volunteers and how much they wish to share about their own personal circumstances. For example, when trying to get to know your colleagues and volunteers, do not press them to give details of their personal circumstances, instead wait for them to offer this information. Otherwise, you could, for instance, make it difficult for LGBT+ colleagues and volunteers who may not be 'out'. Or it could be a disabled colleague or volunteer who has not shared that they are disabled and may be waiting until they feel they can trust their colleagues before they disclose this information.

You should not:

6. Behave in a way that offends, intimidates, is hostile, degrading or humiliating to others.
7. Make offensive or insulting remarks about other colleagues or volunteers based on their age, disability, sexual orientation, sex, race, religion and belief, gender identity, or sectarian/political opinion (or what you think their identity may be). This includes 'jokes,' 'banter', ridicule, taunts or remarks based on identity stereotypes.
8. Behave in a way which intentionally or accidentally offends another colleague or volunteer that could make them feel that they do not belong, that they are not welcome or that their opinions are not valued. For example, someone being constantly ignored, talked over or their authority undermined. You should challenge this sort of behaviour if you feel someone is behaving inappropriately (please refer to point 12 below).
9. Avoid people because you are unfamiliar with their identity (or what you believe it to be) as this could lead to them feeling excluded or isolated. Although this may be unintentional, being worried about how to behave or what to say to someone is not a valid justification.

Take responsibility

10. If you are worried about whether something you have said or done (or were planning to say or do) is acceptable to a colleague or volunteer, it is okay to ask them, but if you do, make sure you ask in a sensitive and respectful manner.
11. If you are challenged, you should receive this in a constructive way and reflect on your behaviour and language. Language is constantly evolving and we all need to take responsibility to continuously learn, improve and be aware.
12. If you witness or experience any behaviour or language from a colleague or volunteer that is disrespectful or causes offence, please respond to them in a positive and constructive way by following the process below.
 - Describe the behaviour or language;
 - Explain the impact that the behaviour or language is having on you or if you are describing behaviour you have witnessed, the impact on others e.g., made you feel upset/ uncomfortable/ embarrassed/ offended;
 - Say what you would like to happen in the future;
 - Politely suggest how things could have been handled differently.
 - If you do not feel comfortable or confident speaking to the person concerned, then ask for support from your manager. Alternatively, if you prefer you can ask another manager, your People or Volunteering team, or the EDI team.



Speak up

13. If you ever see or experience discrimination or harassment, challenge it if you feel comfortable doing so or report it to your manager. If you need any support, please refer to the sources of support information below.
14. If you experience discrimination or harassment outside of your workplace/volunteering setting but still to do with Barnardo's, like at a Barnardo's team event, conference or training event, whether online or in-person, tell your manager and they will deal with your concern in line with this Code and our EDI policy.
15. Any concerns relating to offensive or unwanted behaviour in Barnardo's should be raised using Barnardo's colleague **Resolution Policy** or if you are a volunteer, Barnardo's Volunteer Policy and Procedure.

Sources of support

There are a number of sources of support available to you including your manager. You can also contact:

- a member of the People or Volunteering Team
- a member of the EDI Team at ask.edi@barnardos.org.uk
- **UNISON**, if you are a UNISON member; or
- the Employee Assistance Programme (EAP) if you are employed by Barnardo's, see ([EAP](#))

EDI Networks

- There are EDI Networks (Women's, Race Equality, Disability and LGBT+ for colleagues which you can join. Our EDI networks provide a safe space for our colleagues with protected characteristics as well as providing support and challenge on our EDI ambitions, to ensure all colleagues feel included, respected and represented at Barnardo's. See [Equality, diversity and inclusion networks](#).



Breaches of this Code

1. We will not tolerate discrimination, harassment or victimisation in any form.
2. We will take any breach of this Code very seriously. Potential breaches will be investigated under our colleague [Resolution Policy](#) or if you are a volunteer, our Volunteer Problem Solving Procedure which may result in formal action being taken, which could include your employment or engagement with Barnardo's being terminated without notice for a first offence. If you are a volunteer, a breach may result in your volunteering agreement ending and being asked to leave your volunteer position.
3. Barnardo's is aware that behaviour and language may not be used to cause offence or distress and that this might be a case of colleagues and volunteers not having the appropriate awareness and understanding. In such cases, appropriate support will be put in place to develop understanding. If such behaviours persist, then this will be subject to action under the colleague [Resolution Policy](#) or Volunteer Problem Solving Procedure.

For line managers only – your additional responsibilities

1. EDI should be a consideration in everything you do. This is to ensure we do not implement policies, practices or systems which have an adverse impact on a particular group or individual and ensure the services we deliver, and our working environment is inclusive. To support this, ensure **Equality Impact Assessments** are carried out as this enables us to think about how different people may be affected by the decisions and changes we make. See **Why do we do EIAs?** to help you decide when and whether an EIA is required.
2. Champion our values and behaviours, challenge prejudice and role model appropriate behaviour and this will impact upon the culture within your team. You should show leadership, role model inclusive behaviour and take personal responsibility for progressing EDI and impacting cultural change.
3. Ensure you regularly promote and initiate conversations around EDI, including this Code, our behaviours and our **Anti-Racism Commitments** such as at team meetings, supervision and support meetings, colleague conversations and performance development reviews. This will help to create inclusive ways of working where everyone can feel safe and a sense of belonging, and has the opportunity to achieve their full potential.
4. Listen to and talk through any concerns raised, ensuring that meetings are a two-way process that allow colleagues and volunteers to highlight any non-inclusive or discriminatory behaviour they may have experienced or witnessed.
5. Challenge poor practice in others, helping to promote good practice and create an inclusive and safe environment e.g., do not ignore inappropriate 'banter' or jokes, and do nothing.
6. Follow and apply our employment and volunteering policies which have been put in place to ensure lawful practice. For example, the **Recruitment and selection policy statement**.
7. Familiarise yourself with our colleague **Resolution Policy**, and supporting guidance, our Bullying and Harassment Toolkit for managers and our Volunteer Problem Solving Procedures if you supervise volunteers.
8. You should be knowledgeable about and committed to EDI by identifying your own learning and development needs around EDI at least annually, and record appropriately. For example, this could be part of a development goal or line management goal. Refer to **Delivering Excellence: Performance and Development Policy** for further information.
9. You should complete your **mandatory EDI training** and ensure your direct reports do so too. You should also make sure that you are fully equipped with the skills to deal with issues and incidents that may occur within your team (see **Leadership & Management training for EDI**).
10. You should encourage and enable colleagues and volunteers to take an active role in our **Equality, diversity and inclusion networks**, as well as encouraging attendance at EDI conferences and events. This is important for individual colleagues and a great opportunity for continuous learning and development within your team and department.

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