# Organisation Code of Conduct

This document outlines the conduct Arts Emergency expects from all organisations we work with, whether the work is in person, online, paid or a work experience placement. These guidelines are to help your organisation treat young people fairly, with the respect and care they deserve.

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## Respect

* listen to and respect young people at all times
* value and take young people’s contributions seriously
* respect a young person’s right to personal privacy. Do not be intrusive
* respect a young person’s personal physical and emotional boundaries
* create a safe and welcoming space in your work environment
* be compassionate and nurturing
* give enthusiastic and constructive feedback rather than negative criticism
* be thoughtful with your use of language
* do not expect young people with a particular lived experience to a voice for others
* do not expect young people to discuss social-justice issues with you
* do not engage in behaviour that is in any way emotionally or physically abusive or manipulative
* do not patronise or belittle young people
* consider how hierarchy and power influences your workplace and how a young person might experience this
* do not expect young people to carry out emotional labour in your workplace

## Rights

* treat young people fairly, without prejudice, discrimination or microaggressions
* make sure you have a complaints procedure that is up to scratch
* understand that young people are individuals with individual needs
* respect young people’s differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable
* ensure you have pastoral care in place to ensure the wellbeing of the young person
* make sure you have an adequate mental health policy
* make sure your workplace is accessible to disabled young people
* challenge any discrimination, prejudice and microagressions you might see
* encourage young people and staff to speak out about attitudes or behaviour that makes them uncomfortable
* ensure your contact with young people is appropriate and relevant to your work
* make sure that there are consequences for unacceptable behaviour

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## Fair Pay

For more details on offering us a paid opportunity, read our [resource page](https://www.arts-emergency.org/volunteer-resources/20/11/paid-opportunities).

Work Experience

* at Arts Emergency work experience is for five working days. Anything longer should be paid at the Living Wage or your industry rate
* a young person should not be doing unpaid work that is integral to the successful running of an organisation
* offer flexible working hours - this is important for those who have disabilities, caring responsibilities etc.
* pay adequate lunch and travel expenses. We recommend £10 - £15 a day

Paid Work

* pay fairly, at least the Living Wage or your industry rate
* pay on time
* share your rates with those starting out, so young people understand what fair pay looks like in your industry

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## Working with under 18s

* you must report to the Designated Safeguarding Officer by filling our our [safeguarding form](https://www.arts-emergency.org/get-involved/safeguarding) if you think the young person is being harmed or is at risk of abuse of harm, including physical, sexual, emotional, bullying or neglect
* always accompany the young person to meetings (online or in person)
* make sure you are cc’d into all email correspondence
* make sure the young person is not alone with only one adult present, especially if they are in a room with the door closed
* ensure that safeguarding is part of your risk assessment
* make sure the content the young person is working on is appropriate for their age
* report to the Designated Safeguarding Officer by filling our our [safeguarding form](https://www.arts-emergency.org/get-involved/safeguarding) if you accidentally hurt a young person and they seem distressed in any manner, appear sexually aroused by your actions and/or if the young person misunderstands or misinterprets something you have done
* do not share pictures of the young person on social media without their permission
* do not add or follow the young person on social media
* if in doubt, refer to our [safeguarding and child protection](https://www.arts-emergency.org/get-involved/safeguarding) procedures

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## Writing Job Descriptions

For more detailed guidance, read our [blog](https://www.arts-emergency.org/noticeboard/21/04/write-better-job-adverts).

* always state the salary for the role
* make it clear where the position is based and if you’re open to remote working
* be clear what the working hours of your organisation are and if flexible working hours are available
* state if you provide a phone, laptop, software or other digital devices. Remember that digital poverty is real
* use bullet points to make it easier to digest, especially for neurodivergent applicants
* be conversational and don’t use jargon
* don’t use ableist terms like “must be energetic” or “must be mature” in your person specifications
* don’t expect candidates to have a certain number of years experience
* do not require a degree unless a particular qualification is absolutely necessary for the role
* do not expect candidates for entry level roles to know how to use specialist software. Make sure you offer training
* decide whether a drivers licence is really essential and what workarounds you have for those who can’t drive i.e. those with medical conditions or those from low income households. Can you offer a scholarship to help fund driving lessons?
* never ask for just a CV
* have non written ways to apply i.e. video and audio applications
* always have a deadline. Rolling applications are not fair or accessible
* make sure the application window is at least two to three weeks long
* have a contactname and email on the job description so potential candidates can ask questions about the role

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## Interviews

* let young people know the interview questions beforehand
* only include interview tasks that are relevant to the actual position
* ask ahead of the interview if they have any access needs
* if you are running an interview online, be clear ahead of the interview what platform you will be using
* if you are running an in-person interview with a young person from a different city, you must offer travel expenses
* organise an informal “getting to know you” interview before work experience placements

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## Best practice employment

Working on-site

* welcome them to the organisation
* ask if they have any access needs and accommodate them
* introduce the young person to other members of staff i.e. set up 1-2-1 tea breaks
* let them know where the toilets, kitchens and faith rooms are located
* encourage short breaks away from the desk
* allow a full hour for lunch
* arrange regular 1-2-1s
* do not expect them to work outside of working hours unless previously stated and you are offering Time Off In Lieu
* offer an exit interview

Working online

* welcome them to the organisation
* ask if they have any access needs and accommodate for them
* train the young person on the online platforms you use
* introduce the young person to other members of staff i.e. set up 1-2-1 tea breaks
* encourage regular breaks away from the screen
* allow a full hour for lunch
* arrange regular 1-2-1s
* do not expect them to work outside of working hours unless previously stated and you are offering Time Off In Lieu
* so not expect young people to use their personal mobiles for work calls. Provide a work phone or offer expenses
* offer an exit interview

Supporting their next steps

* budget for training for entry level roles
* provide the young person with career progression support i.e. mentoring, networking opportunities and identifying possible next steps
* provide thorough and personalised references
* help young people understand their achievements i.e. the skills that will help them get employed next

## Consequences

* you should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you
* if you have behaved inappropriately we will not work with you again
* if we are made aware of safeguarding concerns that have taken place within your organisation, we may make a report to statutory agencies such as the police and/or the local authority child protection services