

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. There is a large text version of this document available on [our website](#).

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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 microaggressions 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

Fair Pay

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

Working with under 18s

- you must report to the Designated Safeguarding Officer by filling our our [safeguarding form](#) 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 out our [safeguarding form](#) 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](#) procedures

Writing Job Descriptions

For more detailed guidance, read our blog [here](#).

- 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 contact name and email on the job description so potential candidates can ask questions about the role

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

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
- do 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 and/or the local authority child protection services