

Code of Conduct for Employees



Scope/Purpose:

Knowing how we should behave is set out in several ways:

Positive Culture- We foster a culture where we are all accountable for our decisions, collaborate as one team, and trust each other to deliver our best.

Values and Behaviours- We demonstrate and measure our adherence through our values and behaviours.

The Board of Trustees approves the code of conduct and ensures its adherence, with support of the Leadership Team. This policy will be reviewed at least every two years, or sooner if significant changes occur.

This policy applies to ALONE employees and stakeholders.

Code of Conduct:

We bring our principles to life each day by following our code of conduct.

The code calls on each of us, individually and collectively, to always do the right thing. It provides a general framework describing what is expected of us, establishing the principles that should guide our decisions and actions. Rather than being a comprehensive 'rulebook', it includes examples of how we should behave in typical situations – as an organisation, with older people who use our service, and as employees - so that we can use good judgement in guiding all our decisions.

ALONE's code is not optional. We are all expected to do the right thing and challenge when things seem wrong. If we are worried or unsure about something, then we are expected to raise it, confident in the assurance that we will be listened to.

We expect everyone working in and for ALONE to live by our code – that includes those providing an outsourced service to the organisation. Anyone who needs help in deciding the right thing to do in any situation should always feel comfortable discussing it with their manager.

Living according to our code helps us to deliver on our aim to be the best practice leader. We are encouraged to operate in a considered, responsible and transparent way, with honesty and integrity.

Doing The Right Thing in partnership with others

We always act with integrity. ALONE manages the organisation responsibly, applying clear corporate governance and risk management principles in all we do.

- We treat stakeholders with fairness, respect and understanding at all times.
- We apply the appropriate procedures to manage these risks.
- Including we report issues when they arise or when weaknesses are identified, so they can be fixed, and lessons can be learned.
- We maintain high standards of physical, information, and digital security.

- We represent ALONE only when authorised, and we do not talk about ALONE, our clients or our colleagues directly with the media or through any social media channel, unless it is agreed as part of our job
- We do not engage in any form of bribery, corruption, collusive or anti-competitive discussions or agreements and we don't deal with any organisations that do.
- We don't deal with organisations which we have reason to believe are acting illegally and report them promptly.
- We don't partner with or buy from organisations which we know to breach human rights or fair practices.
- We do not mislead anyone we are in partnership with by intentionally making false statements or falsifying/amending any documents or procedures.

Doing The Right Thing as Employees

Our success depends on our people. We each do our job to the high standard expected of us and we are accountable for what we do and how we do things. We treat each other with respect. We foster open and effective working relationships, based on the principle that we are better together.

- We act with honesty, integrity and professionalism.
- We deliver to high standards of performance and with due skill, care, and diligence. We ensure we keep our knowledge, skills, and any qualifications required up to date to enable us to properly carry out our professional responsibilities.
- We try to provide a stimulating workplace where we learn from each other, we trust each other, and we express appreciation for doing the right thing.
- We treat each other courteously and with respect, dignity and fairness at all times – as we would like to be treated, and we hold each other to high standards of personal behaviour.
- We don't tolerate deliberate misconduct or breach of our code or policies - in ourselves or in others.
- We each conduct our personal financial and tax affairs responsibly so as not to bring ourselves or the organisation into disrepute.
- We take personal responsibility for our actions and decisions, and the consequences of those.
- We always apply agreed operating and control procedures, reporting any flaws or breaches so they can be fixed.
- We recognise our responsibility to report wrongdoing or suspicions of wrongdoing, and we respond and act on these reports. We respect and protect the person who reports their suspicion with genuine concern.
- We embrace diversity and we oppose all forms of discrimination. We will create an inclusive and safe working environment and seek to prevent any form of harassment or bullying and to report and act on it if it happens.

How We Apply the Code

The code of conduct provides a framework for expected behaviour and is supported by procedures which are regularly reviewed. Ensuring that you are familiar with the code and aware

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of how to put it into practice is your responsibility as an employee and is mandatory for all. It is up to us to remind ourselves of the standards we should always apply to our behaviour at work.

Individual compliance with the code is reflected in our daily behaviour and interactions with our clients and our colleagues. It is measured and reflected in our performance management process which focuses on what we are expected to do (our accountabilities and our objectives) and how we are expected to do it.

Speaking Up

Each of us has a direct responsibility to raise a concern if we believe something may be wrong.

Equally we have a responsibility to listen and follow up on such concerns. It is crucial that we all feel that we can safely report these issues without any adverse consequences, and that we are confident that our concerns will be listened to and acted upon.

In the first instance you should feel confident that you can raise issues with your line manager. But if you feel uncomfortable with that, or believe that your report of a concern is not being properly investigated and actioned; or if you would like additional protection, then you can raise your concern through the grievance process.

The Grievance Process

If you feel you have been personally mistreated or have been subject to behaviours which you believe are contrary to the code of conduct, you can raise your concerns either informally with your manager or more formally through the organisation's grievance process. Your concerns will be treated seriously and will be investigated and acted on as appropriate.

The Disciplinary Process

We all try to do our jobs well, and we are empowered to make decisions within the remit of our individual roles. Sometimes, even with the best intentions, we will make mistakes and we will use those opportunities to learn and improve. However, anyone who intentionally fails to follow the code, or who deliberately breaches any of the ALONE's policies or procedures which support it, will be subject to disciplinary action which in turn could lead to dismissal.

Revision & Approval

Rev.	Approval Date	Nature of Changes	Submitted By (Name & Role)	Board or Sub-Committee / CEO Approval (Name)
01	04/06/2024	Original issue.	Aoife McCarthy Head of HR	CEO ALONE
02	22/04/2026	Format changes only, roles & responsibilities heading removed.	Aoife McCarthy Head of HR	HRCC Sub Committee