

# Code of Conduct



# The Welcoming

## Our Promise

At The Welcoming we want everyone to feel welcome, safe, and respected. We ask all our service users, volunteers and staff to follow this Code of Conduct and help us create a good space for all.

### 1. Be Respectful

- Be polite and kind to everyone.
- Bullying, harassment, abuse, or any unfair treatment is not accepted.
- Respect other people's personal space and boundaries.

### 2. Stay Safe

- Everyone has the right to feel safe.
- Behaviour that is aggressive, violent or frightening to others is not allowed.
- Attending services under the influence of alcohol or drugs is not allowed.
- Sexual comments, gestures, messages, or unwanted attention are not allowed.
- Staff and volunteers must report any safety concerns immediately.

### 3. Using our services

- Use services and resources responsibly and only for their purpose.
- Follow staff instructions and service rules.
- Respect people's privacy and keep personal information private.

### 4. Communication

- Always be polite when communicating with others in person, on the phone, and online.
- Aggressive, abusive and inappropriate communication or messages are not accepted.

## If Rules Are Broken

Action may be taken to keep people safe, including:

- A warning
- Suspension or termination of access to services
- Contacting authorities if needed

## Our Shared Responsibility

By using our services, you agree to follow this Code of Conduct. Thank you for helping us create a safe and welcoming place for everyone.