

Annex 1

WISE 匯菁 Code of Conduct for Safeguarding Children, Young People and Vulnerable Adults

This Code of Conduct applies to all WISE 匯菁 staff, volunteers, and mentors.

All staff, volunteers and mentors must

- Read and follow the terms of the WISE 匯菁 Safeguarding Policy at all times
- Treat children, young people and vulnerable adults with respect and recognise them as individuals in their own right, and make them aware of the procedures being implemented to keep them safe
- Ensure that children, young people and vulnerable adults understand any instructions given to them, and that what is asked of them is age and skill appropriate and can be reasonably expected
- Dress and act professionally at all times, appropriately for the situation.
- Be attentive to children, young people or vulnerable adults' physical needs. Offer rest time and water breaks
- Respect the right to privacy of the child, young person or vulnerable adult and avoid asking questions of a personal nature
- Create and maintain an open culture in which any issues or concerns can be discussed, and inform children, young people or vulnerable adults of what they can do if they feel that there is a problem or difficulty
- Address inappropriate behaviour promptly, and report issues of concern in accordance with the Safeguarding Policy
- If it is suspected a child, young person or vulnerable adult may be hurt by any inappropriate or abusive actions or attitudes of another person, report issues of concern in accordance with the Safeguarding Policy (**Note:** the reporting procedure is set out in the Safeguarding Policy along with the Incident Report Form)

All staff, volunteers and mentors must not

- Discriminate against, show different treatment to, or favour any particular children, young people or vulnerable adults while excluding others
- Act in ways that are abusive towards a child, young person or vulnerable adult or places him or her at risk
- Hit, assault or physically discipline a child, young person or vulnerable adult
- Speak to a child, young person or vulnerable adult in a disrespectful manner such as shouting, swearing or use of humiliating or shaming language.
- Invite children, young people or vulnerable adults to their home or place of residence
- Touch children or vulnerable adults in a manner which is inappropriate
- Engage in any activity or use language that could be seen as harassment, assault or abuse
- Expose children, young people or vulnerable adults to inappropriate materials
- Excuse, or participate in, behaviour of children, young people or vulnerable adults which is illegal.

Additional Guidance on Conduct for Mentors

Mentors are expected to comply with the parameters of this Code of Conduct as set out above. In addition, Mentors are expected to apply the following in their relationship with Mentees:

- **Mentoring Agreement:** you are recommended to use a confidentiality agreement or mentoring contract outlining the terms and scope of the mentoring relationship (WISE 匯菁 will provide a standard format document for this)
- **Confidentiality:** Part of what makes mentoring effective is the creation of a “safe space” for the mentee to try out different ideas and share concerns. Mentors should not share personal information of the mentee with others without permission of the Mentee, unless it relates to a Safeguarding concern
- **Boundary Management:** Mentoring relationships are based on positive interactions between the mentee and the mentor, and friendship may develop over time. However, professional boundaries should be maintained throughout the entire mentoring programme. Because of the power and experience differential between mentor and mentee, mentors should be especially mindful of these boundaries and ensure they are respected at all times. Discussing and documenting the content of meetings, goals/ activities agreed, progress etc. helps to prevent misunderstanding and ensures professional conduct.
- **Reliability:** Mentors are generally expected to keep meeting appointments as planned and to follow through on other commitments related to the WISE 匯菁 mentoring programme.
- **Meeting Locations:** Creating a professional environment is essential. Mentors and mentees should meet in a location appropriate for both parties. Public spaces are ideal as long as the environment is safe and secure. Avoid meeting in private homes or secluded locations.
- **Preparation and Planning:** create an initial plan and discuss expectations of the mentoring experience; ensure the mentee is clear about the process whereby they will undertake mentoring with you; identify any issues which may require further support or training; clarify the support you can offer and clearly communicate and manage expectations; ensure you keep the mentoring relationship on-track
- **Safe Communications:** agree how you will communicate and ensure this is secure and confidential while maintaining a record of interactions; share basic emergency contact information and agree how and when this may be used. While mentors can provide insight and a different perspective for the mentee, they should know their area of expertise and limit themselves accordingly. For example, mentors should refrain from giving medical, therapeutic or legal advice to the mentee when they aren't certified or qualified to do so.
- **Respect for diversity:** given the focus of WISE 匯菁 on workforce inclusion and diversity, it is possible that mentor and mentee pairs may come from different backgrounds. In these situations, demonstrating respect for others is especially important and mentors should strive to approach mentoring situations with sensitivity, and to listen while withholding judgment.

[For internal filing: return signed copy to the Safeguarding Officer]

**I have read, understood and agree to follow the WISE 匯善 Code of Conduct for
Safeguarding Children, Young People and Vulnerable Adults**

Name (Print):

Name: (Sign)

Date: