

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](#).

Contents

- 1. Respect**
- 2. Rights**
- 3. Fair pay**
- 4. Working with under 18s**
- 5. Writing job descriptions**
- 6. Interviews**
- 7. Best practice employment**
- 8. Consequences**

Respect

- be compassionate and nurturing
- 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
- give enthusiastic and constructive feedback rather than negative criticism
- be thoughtful with your use of language. If you need to have a difficult conversation, look at [our resources](#)
- do not expect young people with a particular lived experience to be 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, physically or sexually 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

- 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. If it's not, you must let us know
- make sure you have a clear complaints procedure that is up to scratch and explain this as part of the induction
- treat young people fairly, without prejudice, discrimination or microaggressions
- encourage young people and staff to speak out about attitudes or behaviour that makes them uncomfortable
- challenge any discrimination, prejudice and microaggressions you might see
- ensure your contact with young people is appropriate and relevant to your work
- make sure that there are consequences for unacceptable behaviour.

Fair Pay

For more details on offering us a paid opportunity, read our [resource page](#).

Work Experience

- at Arts Emergency work experience is for five working days. Anything longer should be paid at the Living Wage
- 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 £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
- for more information on sharing paid work, please [check our website](#)

Working with under 18s

- if you have any concerns about a young person under 18, report this to the Designated Safeguarding Officer by filling out our [safeguarding form](#)
- 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
- 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. No young person should be left in a room with an adult 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
- 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](#).

- 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 always 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

For more detailed guidance, read our [resource on conducting 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

- 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
- you may want to clear permissions from IT for access to certain files. If this is quite clunky, we’d recommend creating an open access folder for documents your young person would need access to during their placement.
- you may want to create a separate email for the young person for data protection
- 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
- offer an exit interview
- if your young person is over 18, you can invite them to post work socials but make it clear that it is not a requirement and please say in advance if there will be alcohol

Additional considerations for working online

- ask if they have any digital access needs and accommodate for them e.g. do they have a laptop and regular connection to wifi?
- if you require the young person to use certain software, you must provide a software licence in advance. This should be in your starter pack
- train the young person on the online platforms you use

- encourage regular breaks away from the screen

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 behave 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