



Policy Title	Staff Code of Conduct
Date Approved	August 2024 (updated Dec 2024)
Date of Review	February 2025
Policy applicable to	All BWYS staff (employees, Associate Trainers and contracted staff) and volunteers

BWYS Staff Code of Conduct

1. Introduction

- 1.1 Be What You See (BWYS) Consultancy is an Equity, Diversity and Inclusion (EDI) training company. Our vision is to create a world where hate and discrimination are not tolerated – somewhere where everyone is treated fairly and with respect, and is able to be their true, authentic selves.
- 1.2 We believe that equity, diversity, and inclusion (EDI) is everyone's responsibility. It's our mission to empower people from all backgrounds to play an active role in establishing safe, inclusive, and welcoming environments.
- 1.3 Our company values are: courage, impact and freedom. These values and our commitment to equity, diversity and inclusion are the cornerstone of our Staff Code of Conduct and underpin our workplace culture.
- 1.4 If BWYS employees (PAYE) are found to have breached this Code of Conduct, BWYS will follow the Company Disciplinary Procedure¹.
- 1.5 For other BWYS staff, including Associate Trainers and contracted staff, a breach of the Code of Conduct would constitute a breach of provision of the Service Agreement² which may result in the termination of the agreement with immediate effect. In order to establish whether a breach had occurred, BWYS would follow the process set out in its Disciplinary Procedure to ensure that all staff have the opportunity to provide their version of events and any extenuating circumstances will be considered.

2. Commitment to Equity, Diversity and Inclusion

- 2.1 We are committed to create an environment in which individual differences and the contributions of all BWYS workforce are recognised and valued. To achieve this:
 - we do not tolerate any form of discrimination, identity-based hate³, intimidation⁴, bullying⁵ or harassment,⁶ which includes sexual harassment⁷.

¹ [BWYS Staff Disciplinary Procedure](#)

² Associate Trainers and contracted staff sign a Service Agreement setting out the terms of their work with BWYS. The Agreement sets out the right of both Parties to terminate the Agreement immediately should there be a break of provision.

³ Identity-based hate is when people are targeted because of their race or ethnicity, religion, disability, sexual orientation, gender identity, or physical appearance.

⁴ Intimidation is defined as causing someone to feel scared or unsafe, usually through threats or violence. This can happen when someone tries to force or pressure another person to do something they don't want to do.

⁵ Bullying is the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. Bullying can be physical, verbal or psychological. It can happen face-to-face or online. This definition is taken from the [Anti-Bullying Alliance](#).

⁶ Harassment is behaviour which is unwanted, uninvited, and which fails to respect the individual. Harassment is when actions take place more than once and is therefore often long term and can also be subtle. It can include a wide range of behaviours including unwelcome comments; offensive material and graffiti; verbal insults, threats or obscene behaviour; malicious complaints; being ignored; overlooking or shunning particular employees; unwanted physical contact; and offensive jokes; bullying; unjustified or unconstructive criticism; and violence.

⁷ Sexual harassment is unwanted behaviour of a sexual nature which violates someone's dignity and/or creates an intimidating, hostile, degrading, humiliating or offensive environment for someone. Examples include: making sexual remarks about someone's body, clothing or appearance; asking questions about someone's sex life; telling sexually offensive jokes; making sexual comments or jokes about someone's sexual orientation or gender reassignment; displaying or sharing pornographic or sexual images, or other sexual content; touching someone against their will, for example hugging them; sexual assault or rape.

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- we consider ‘banter’, jokes and gestures⁸ as forms of discrimination and microaggressions⁹.
- discrimination, harassment, bullying and intimidatory conduct are considered gross misconduct. Gross misconduct will result in the initiation or escalation of the Company Disciplinary Procedure and may result in immediate dismissal without notice or pay in lieu of notice.

2.2 If BWYS staff experience discrimination, identity-based hate, intimidation, bullying or harassment they should speak with their line manager (PAYE employees) or with the BWYS Training Managers or Company Director (Associate trainers and contracted staff).

3. Principles for acceptable behaviour

3.1 Everyone working for or on behalf of BWYS should be aware of their own behaviour and how it impacts others. We recognise that personalities, characters, and working practices are all different and BWYS celebrates diversity of thought and perspective. At the same time, we expect that the way that we approach our working life must always be acceptable to others through applying the following principles which are informed by the 4 Stages of Psychological Safety¹⁰.

- staff know they are valued and their experience matters;
- all staff are treated fairly and included regardless of title/position;
- encouraging new ideas and creating an environment where staff are empowered, and it is acceptable for things not to work the first time. What is important is the learning we take from this;
- staff feel safe to contribute their ideas, ask questions and engage in constructive debate;
- establishing good working relationships based on trust and respect which creates an environment where all staff can be their authentic self in keeping BWYS’ commitment to diversity and inclusion;
- working cooperatively with others in order to achieve objectives;
- managing performance in an appropriate and fair manner;
- giving and receiving constructive feedback and suggesting change is part of normal day-to-day work activity and is done in a way that is evidence-based and delivered in an appropriate manner;
- feeling safe to challenge the status quo and expose problems;
- taking the time to understand other people’s perspectives to help reach agreement.

3.2 Unacceptable behaviour may involve actions, words or physical gestures that are discriminatory or could reasonably be perceived to be the cause of another person’s distress or discomfort. Unacceptable behaviour does not necessarily have to be face-to-face, and may take many forms such as written, telephone or e-mail communications or social media. Some examples of unacceptable behaviour are included below:

- aggressive or abusive behaviour, such as shouting or personal insults
- spreading malicious rumours or gossip, or insulting someone
- overbearing supervision or other misuse of power or position

⁸ For example, calling an employee ‘menopausal’ and a “dinosaur” due to her sex and age, or teasing an employee teased for being gay if they don’t like football are discriminatory and forms of bullying and harassment which can never be excused as merely ‘workplace banter’. This includes where a person who identifies with a particular characteristic makes these types of comments about themselves.

⁹ A comment or action that intentionally or unintentionally or unconsciously expresses or reveals a prejudiced attitude toward a member of a marginalised group, such as a racial minority. Microaggressions falls into 3 categories – assault, insult and invalidation. Microaggression are often common occurrences and can include insults, slights, stereotyping, undermining, devaluing, delegitimizing, overlooking or excluding someone. Over time, microaggressions can isolate and alienate those on the receiving end and affect their health and wellbeing.

¹⁰ <https://psychsafety.co.uk/the-four-stages-of-psychological-safety/>

- unwanted physical contact
- offensive comments or body language

3.3 It is accepted that in any working environment situations may arise where misunderstandings, problems or concerns need to be resolved. Be What You See promotes a culture of inclusivity, good communication, openness and a willingness to co-operate and listen. Therefore, it is envisaged that we will be able to manage these issues or misunderstandings informally and effectively in the first instance. Where it is not possible to resolve such issues informally, they may become grievances and will be managed through our Grievance Procedure¹¹.

4. Safeguarding

4.1 Our Safeguarding Policy and Procedures set out additional expectations for BWYS staff who are working with children and young people. Be What You See staff and volunteers should demonstrate exemplary behaviour to ensure the wellbeing of children participating in its activities and in order to protect themselves from allegations of abuse. Below is an outline of the standards required of BWYS staff and volunteers to ensure that a safe, positive culture and climate is created during all activities involving contact with children:

- when in person, always work in an open environment and atmosphere (for example, avoiding private or unobservable situations);
- when online, working in big groups as much as possible with multiple DBS-checked adults is essential. Any activities in small groups should always have a DBS-checked adult leading the activity and should be kept to a minimum;
- encourage a culture of no secrets amongst volunteers and staff;
- treat all children equally and with respect and dignity. Participants in any activity should not be given presents and staff should not show favouritism;
- maintain a safe and appropriate distance from children both physically and in terms of professional relationships;
- ensure activities build balanced relationships which are based in mutual trust empowering children to share in decision-making processes;
- be an excellent role model (including not smoking, vaping or drinking alcohol in the presence of children, using inappropriate language or wearing inappropriate clothing for the activity);
- involve teachers and primary care givers wherever possible, ensuring that these parties and schools/colleges are aware of the activities the children will be involved in whilst with BWYS;
- secure appropriate consent for activities including, when delivering in person activity, the administration of emergency first aid and/or other medical treatment.

4.2 The following behaviours are prohibited at BWYS activities and should never be permitted:

- spending excessive amount of time alone with children away from others both in person and virtually;
- entering a toilet with children unless another adult is present or has given permission (including a parent, teacher or activity leader);
- allowing, or encouraging, abusive peer behaviour through pre-defined activities and the delivery of Be What You See events;
- allowing, or engaging in, any form of inappropriate contact;
- allowing allegations made by a child to go unchallenged, unrecorded or not acted upon;

¹¹ [Staff Grievance Procedure](#)

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- when in person, taking a child to your home or allowing them to travel in a vehicle where they will be alone with you;
- when in person, physically restraining a child unless the restraint is to prevent the physical injury of the child/other children/visitors/staff/yourself; prevent damage to property; prevent or stop the commission of a criminal offence;
- doing things of a personal nature in front of children either in person or online (e.g. dressing or undressing, going to the toilet etc.)
- sharing personal contact details, including connecting with young people online/through social media.
- taking images (photographs or videos) of young people on personal devices.