



**CLAN Midland**  
COMMUNITY LINK & NETWORK

# Code of Conduct

CLAN's Code of Conduct is supported by its fundamental values, which apply to all staff members, and guides its approach to everyday business activities and engagement with all internal and external stakeholders.

## Honest

- ❖ Be trustworthy.
- ❖ Be consistently open and transparent.
- ❖ Be clear and genuine in communication with others.

## Responsible

- ❖ Take ownership.
- ❖ Deal with issues proactively and ask for help if needed.
- ❖ Adopt a “do what you say you will” approach and explain if this isn't possible.

## Respectful

- ❖ Acknowledge individual differences.
- ❖ Embrace diverse beliefs, cultures and attitudes.
- ❖ Maintain the confidentiality of all personal and sensitive information entrusted with us by staff members and participants.
- ❖ Be supportive of colleagues.
- ❖ Be understanding of other people's workloads and time constraints.

## Approachable

- ❖ Deal with calls, emails and other correspondence in a timely and polite manner
- ❖ Welcome questions from others.
- ❖ Be helpful in all internal and external stakeholder contact.

## Professional

- ❖ Adopt a good standard of dress and personal presentation.
- ❖ Be polite, well-mannered and mindful of appropriate use of language.
- ❖ Equally empower and encourage all participants who are using CLAN's services.

## Conscientious

- ❖ Adopt a consistently good attendance record.
- ❖ Meet all objectives.
- ❖ Participate actively in meetings and make valuable contributions.
- ❖ Have a “can-do” attitude.