



Code of conduct

Rainbow Migration expects all its staff, volunteers and trustees to act in an exemplary and professional manner towards clients and those we come into contact with, and to ensure that their behaviour does not lead to concerns about or opportunity for actual or perceived exploitation, harm, or abuse.

This code of conduct is not intended to present an exhaustive list but sets out Rainbow Migration's general expectations of appropriate behaviour. It should be read in conjunction with other Rainbow Migration policies including the safeguarding, lone working, health and safety, and equality, diversity and inclusion policies.

Staff, volunteers and trustees should at all times:

1. Treat clients fairly, respectfully and with due respect for confidentiality, and should not show favouritism or disfavour.
2. Act as a good role model and challenge any unacceptable behaviour.
3. Be familiar with Rainbow Migration's safeguarding policy and the safeguarding policies and contact details of other organisations for activities taking place at their premises.
4. Report allegations or suspicions of harm, exploitation or abuse of clients, volunteers or members of staff in line with the Safeguarding Policy.
5. Avoid physical contact with a client unless it is reasonably necessary/appropriate, or for health and safety or their wellbeing. Be aware that physical contact and speaking, acting or jesting in certain ways with a client may be interpreted differently by others.
6. Not engage in sexual or romantic relationships with Rainbow Migration clients who are seeking asylum.
7. Not give out personal contact details to clients or form friendships with individuals met through accessing Rainbow Migration's services.
8. Report to the Executive Director or board of trustees pre-existing relationships of any kind, including friendships, with people who later become clients or are identified as clients.
9. Be familiar with Rainbow Migration's equality, diversity and inclusion policy and guard against any form of discrimination or any action which goes against the spirit of the policy; and respect the diversity and difference amongst our clients' appearance, nationality, race, colour, ethnic origin, culture, religious belief, sexual orientation, gender, gender identity, sex characteristics and disability.
10. Work in a manner that is safe, professional and appropriate at all times.