



SP-UK

SUICIDE PREVENTION UK

Suicide Prevention UK

Code of Conduct

2024

Introduction

Welcome to the Code of Conduct for Suicide Prevention UK, a dedicated suicide prevention charity committed to offering support, understanding, and crucial interventions to those affected by suicide and mental health challenges.

This Code of Conduct outlines the ethical standards and professional behaviors expected of all members, volunteers, and employees involved with our organisation. Our mission to save lives and provide hope is underpinned by our core values of compassion, respect, integrity, and confidentiality.

As we engage with vulnerable individuals and their families, it is imperative that our conduct reflects the sensitive nature of our work. This document serves as a guide to ensure that every interaction within the community, with stakeholders, and amongst ourselves is conducted with the utmost care and adherence to ethical practices. Here, you will find the principles that shape our daily operations and interactions, helping us maintain a safe, supportive, and positive environment for everyone we reach.

Through this Code, we affirm our commitment to uphold the highest standards of conduct, fostering trust and respect in all we do as we strive to make a significant and positive impact in suicide prevention.

The Code

General

- Do your best!
- Read and follow all Suicide Prevention UK policies and procedures.
- Undertake any necessary training for your role.
- Listen to and respect other staff, volunteers, beneficiaries and other stakeholders.
- Always follow reasonable instructions from the team leaders and duty managers.
- Take responsibility for your actions and omissions.
- Report any breaches of this Code of Conduct or policy/procedure without delay.
- Know your role and responsibilities, and also know your limits.
- Respect everyone and never bully, harass or discriminate.
- Show compassion and empathise with those we strive to support.
- Be honest and act with integrity.

Health and Safety

- Do not put yourself or others at risk.
- If you are unsure how to proceed, ask for advice and think about what you are doing.
- Follow health and safety procedures and risk assessments.
- Be involved in risk assessments when asked.
- Ensure you are wearing your uniform and carrying any essential kit with you.
- Do not use equipment you are not trained to use.
- Contribute to health and safety by identifying risks and escalating them.
- Take care when lifting, moving and carrying.
- Do not report for a shift under the influence of drugs or alcohol, and do not use or possess them during your shift.
- Do not smoke around your colleagues, in company vehicles or in buildings.
- Where necessary – contact the emergency services – you should NEVER delay in alerting the emergency services and must not attempt to handle situations which require professional intervention.

Protecting People

- Abide by the advice on confidentiality in the Service Handbook – know when you can and cannot, should and should not keep information confidential.
- Keep up to date with training.
- Avoid any conduct which would lead any reasonable person to question their motivation and intentions. Remember that your actions, no matter how well-intentioned, could be misinterpreted.
- Safeguard and promote the welfare of children, young people, and vulnerable adults.
- Never give your personal contact details to children or vulnerable people.
- Be mindful of the need to avoid placing yourself in vulnerable situations. Never be alone with children or vulnerable adults unless it is absolutely necessary; always be accompanied by another responsible adult or volunteer.
- Do not use profane or inappropriate language or make comments or jokes which may cause offence.
- Dress appropriately, i.e. dress in a way that:
 - Is unlikely to be viewed as offensive, revealing, or sexually provocative.
 - Does not distract, cause embarrassment, or give rise to misunderstanding.
 - Is absent of any political or otherwise contentious slogans.
 - Is not considered to be discriminatory and is culturally sensitive.

Representing Suicide Prevention UK

- Represent SPUK in a respectful and professional manner at all times.
- Maintain strict confidentiality – do not disclose personal and sensitive information about SPUK, other staff or volunteers or members of the public.
- Do not discuss SPUK, its staff, volunteers, finances or activities with the press, media or publishing body.
- Do not post about SPUK on your social media; this includes posting information on incidents, shift patterns or patrol locations, leaving negative comments on posts or otherwise criticising the charity. (You can like and share our posts, though!)
- Assist with positive service promotion when asked to by the team leaders.
- Wear your uniform with pride, take pride in your appearance and ensure that your personal hygiene is maintained.

Policy Date: November 2020

Review Date: April 2024

Next Review: April 2025

Dated and Signed by the Chair and Founder of Suicide Prevention UK:
