



**POLICY NUMBER 1**  
**POLICY TITLE:**  
**CODE OF CONDUCT**

**WHO MUST ABIDE BY THIS POLICY?**

**All Temporary Workers**

**THE PURPOSE OF THIS POLICY:**

- **To inform all Temporary Workers of our clients expectations about their general conduct and approach to tasks**
- **To emphasise the importance of a professional approach to all clients and service users**
- **To highlight situations that Temporary Workers may have to deal with.**

## POLICY CONTENT:

### What you must not do:

<b>Discrimination:</b>	Temporary Workers should not discriminate between people on the grounds of Creed, colour, race, political preference, sexual preference, ethnic background, Disability of whatever nature, age, marital status or gender.
<b>Reputation:</b>	Temporary Workers are ambassadors of the Employment Business
<b>Own duties:</b>	Temporary workers must never attempt to perform any duties of care or otherwise that may fall outside their expertise/and or qualifications. Specifically, care staff must not attempt to perform the duties of nursing staff.
<b>Confidentiality:</b>	Temporary workers will at times become privy to information concerning a client or service user, this information must be treated with respect and remain confidential at all times. At no time may any Temporary worker discuss the confidential affairs of A24Group, a client or a service user without specific written permission to do so. The only exception to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service users wellbeing.
<b>Dignity:</b>	Temporary Workers must not do or say anything that may put the dignity or health of their service users at risk.
<b>What you must do:</b>	All Temporary workers should abide by the content of this policy.
<b>Professionalism:</b>	Temporary workers must at all times remain professional whilst on assignment, even if regular contact with service users or other workers may engender
<b>Personal relationships.</b>	Temporary workers must take specific care to keep the professional nature of the relationships intact in the working environment.
<b>Keep updated:</b>	Temporary workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.
<b>Respect:</b>	Temporary workers must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health & safety.
<b>Keep to plan:</b>	Temporary workers must always, whenever applicable, keep to the Requirements of a care service plan and/or any other agreed role requirement.
<b>Best Interests:</b>	Agency workers must always act with the best interests of the service user in mind.

**END OF POLICY**