

# Seenaryo Staff Code of Conduct

(updated January 2022)

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## 1. Introduction

This Code of Conduct sets out the standard of conduct expected of all Seenaryo staff, including core staff, freelancers, volunteers and trustees. This document plus our (separate) Safeguarding Policy must be read and signed by every staff member.

All staff are encouraged to reach out to the HR lead for further guidance or support in case you have enquiries or concerns about personal entitlements and responsibilities, encounter issues with your manager or colleagues, or changes in your personal circumstances.

## 2. Health and Safety

Seenaryo is committed to a workplace where staff and beneficiaries feel safe, happy, and able to thrive. We are therefore committed to an injury- and illness-free workplace. Health includes mental health and wellbeing.

We have risk assessments for all projects, which your manager will share with you. You will often need to fill in the empty boxes (about the venue) when you arrive for your first session. This is because we cannot anticipate the risks in the venue before seeing the venue (e.g. a slippery floor, steep staircase, etc.).

For safe supervision of children, please see our Safeguarding Policy. With adults or children, it is your responsibility to make sure the space is safe, and also – in any new space (e.g. a performance) – inform everyone where the fire exit is.

Additionally, all freelancers must be aware of and adhere to Seenaryo's Covid Health & Safety Policy.

Any health and safety incidents should be reported in our Incident Reporting Form (ask for this as

needed).

## **Transport**

Statistically speaking, the biggest risk staff or participants take is when travelling by road to or from the work. The following bullet points are in our risk assessments but they are worth repeating. It is all staff members' responsibility to ensure the following:

- All passengers wear seatbelts, regardless of where they are sitting in the vehicle.
- The driver drives safely. Do not feel afraid to say something if a driver is driving too fast, for example (you can say it is Seenaryo policy). There should be absolutely no phone use by the driver.
- The driver takes breaks (or swaps with someone else) on a long journey. Leave extra time so that breaks are possible.
- Car is insured and has had recent service/MOT (also, check tyre pressure & wear before travelling)
- When using a taxi, we will use a trusted car company.

## **3. Appropriate Behaviour**

As a minimum standard all staff are expected to:

- Work co-operatively with others in order to achieve objectives
- Managers should manage performance in an appropriate and fair manner
- Give and receive constructive feedback as part of normal day-to-day work.
- Consider other people's perspectives in order to help reach agreement

### **Bullying, harassment or victimisation**

Seenaryo has zero tolerance of bullying, harassment or victimisation. Definitions include (but are not limited to):

- Behaviour (actions, words, gestures – face-to-face or otherwise) that is unwanted by the recipient.
- Behaviour that violates the recipient's dignity or creates a hostile, humiliating or offensive environment.

Examples of unacceptable behaviour are:

- Aggressive or abusive behaviour, such as shouting or personal insults
- Spreading malicious rumours or gossip, or insulting someone
- Discrimination when related to a protected characteristic under the UK Equality Act 2010 (e.g. ethnicity)
- Unwanted physical contact
- Offensive comments/jokes or body language
- Isolation, deliberate exclusion and/or non co-operation at work
- Persistent and unreasonable criticism
- Coercion, such as pressure to subscribe to a particular political or religious belief

### **Sexual exploitation and abuse**

Seenaryo has a zero-tolerance policy towards sexual exploitation and abuse, definitions of which include:

- Any act of sexual abuse and sexual exploitation, or other form of sexually humiliating, degrading or exploitative behaviour
- Any type of sexual activities with children (persons under the age of 18 years); mistaken belief in the age of a person is not a defence
- Use of children or adults to procure sexual services for others
- Exchange of money, employment, goods or services for sex
- Any sexual favour in exchange of assistance or service provided to a beneficiary

- Visits to brothels or places which are declared off-limits

Furthermore, Seenaryo considers any sexual or intimate relationship between a staff member and any beneficiary (regardless of the beneficiary's age) as an abuse of power, and a violation of this Code.

Seenaryo staff must reporting any concerns through our Whistleblowing procedure (see below). Separately, Seenaryo staff may observe signs of, suspect or receive disclosures about sexual exploitation of beneficiaries outside the work environment. Procedure would then follow standard Safeguarding procedure (as it would for any other kind of abuse), as laid out in the Safeguarding Policy.

#### **4. Anti fraud, corruption and bribery**

Seenaryo has zero tolerance for fraud, corruption or bribery. Staff must never offer to provide anything of value directly or indirectly to funding or government officials to secure undue advantage. Seenaryo prohibits payment, offers of payment or anything of value, with the purpose of influencing or obtaining business or personal advantage. You may request to see our full Anti Fraud, Corruption and Bribery Policy.

#### **5. Purchasing and Financial Reporting**

All transactions of Seenaryo (e.g. receipts for goods) must be recorded faithfully. No false or misleading entries may be recorded. No undisclosed fund / asset of Seenaryo may be established. No payment on behalf of Seenaryo may be done without permission from a line manager, and supporting documentation if necessary.

#### **6. Acceptance of Advantages / Gifts**

Seenaryo prohibits staff from accepting any advantage from any Seenaryo stakeholder (e.g. beneficiaries, clients, suppliers, contractors). Staff who wish to accept any advantage should seek advice and permission from a Co-Director in writing. The Co-Director should keep proper records of applications and permissions.

Any gifts offered to staff in their official capacity are seen as gifts to Seenaryo and they should not be accepted without permission. By default, staff should decline the offer if it could be perceived as against the interest of Seenaryo, or lead to complaints of bias.

Gifts of low value, the refusal of which could be impolite, can be exceptionally accepted.

#### **7. Conflict of Interest**

Conflict of interest arises when the private interests of a staff member (or their family, friends or affiliates) conflict with Seenaryo's interests. Staff should avoid using their position or information made available to them in the course of their duties to benefit these people. An example is a staff member responsible for the selection of a supplier giving undue favour to their relative's company. Seenaryo has an organisational Conflict of Interest policy (e.g. how we judge the acceptance of donations), which you can request to see.

#### **8. Classified or Proprietary Information**

Staff may not disclose classified or exclusive information without authorisation. Staff who have access to such information should provide adequate safeguards to prevent its abuse or misuse. Unauthorized disclosure of personal data (e.g. information on beneficiaries) may also be a breach of legislation on privacy.

#### **9. Property of Seenaryo**

Staff given access to any property of Seenaryo should ensure that it is properly used for the purpose of Seenaryo's activities. Misappropriation of the property for personal use or resale is

prohibited.

## 10. Intellectual Property of Seenaryo

All intellectual property for any resources made by Seenaryo and provided to the Contractor belong to Seenaryo. Examples include the Seenaryo Playkit and recorded backing tracks.

## 11. Environmental Policies

Seenaryo has a commitment to reduce, recycle and reuse wherever possible. We expect our staff to act accordingly when working for Seenaryo. We also advocate for these values when working. Two examples are:

- A Seenaryo staff member might encourage teachers to label their own paper coffee cup (instead of throwing it away after each break), or use the water cooler (instead of plastic bottles).
- We share transport wherever possible (e.g. sharing car journeys)

## 12. Personal Social Media

We encourage all staff to follow Seenaryo's social media (seenaryo0 on Facebook, Twitter, Instagram), and promote and share Seenaryo's social media where desirable. Furthermore:

- Seenaryo staff are ambassadors for our work: beneficiaries, donors, partners and other stakeholders are of course able to see any public staff profiles. It would therefore be a violation of this code for staff to post on their public social media any racist, sexist, homophobic, indecent or inflammatory content. This is in contradiction with our organisational values and poses reputational risk to Seenaryo.
- Staff should not post or share confidential information about Seenaryo (as per clause 8).
- Staff should never post or share photos/videos of beneficiaries without this first being posted by Seenaryo on Seenaryo's official communications channels.
- For guidance on social media / contact and our *beneficiaries*, please consult the Safeguarding Policy.

## 13. Compliance with the Code

Every member of staff shall sign the declaration section to demonstrate their commitment to this code. Seenaryo will keep these declarations.

When facing any potential unethical behaviour, a staff member should ask themselves the following questions: a) Is it in accordance with Seenaryo's practices? b) Is it legal? c) What do my colleagues/manager think? d) How would I feel about telling someone else what I had done? e) How would our beneficiary /client react? f) How would Seenaryo feel if this was reported in a newspaper?

## 14. Sanctions

If any staff member violates the Code, Seenaryo will take appropriate remedial action, including internal disciplinary actions in accordance with labour law. In cases of suspected criminal offences, a report will be made to the appropriate government or legal authorities.

Once a complaint has been placed, one of the Co-Directors will analyse it and may meet with the discloser. Following a fact-finding phase, an investigative meeting could be held with the employee alleged of the violation. The decision should be issued in writing (date and signed), indicating a summary of the facts, reference to the violation and motivations.

Sanctions may be under the form of:

- Warning
- Private or public letter/email of reprimand
- Transfer to other tasks or unit

- Suspension from duties
- Termination or removal

## 15. Reporting / Whistleblowing

Seenaryo is committed to an open culture with the high standards of honesty and accountability, where staff can report legitimate concerns in confidence. These include violations of this Code, plus these wrongdoings:

- any criminal offence
- a failure to comply with a legal obligation
- a miscarriage of justice
- the endangering of an individual's health and safety
- damage to the environment
- deliberate concealment of information relating to any of the above.

In the event of any of these, the staff member should inform their line manager or in-country whistleblowing contact (see below). If this is impossible, staff can go direct to the trustee contact.

Failure to do this (when aware of a wrongdoing) is misconduct. Failure to notify internally before notifying externally without good cause is also misconduct (unless an employee has good grounds for believing that the members of Seenaryo staff who would handle the investigation may be involved).

No member of staff will suffer a detriment for raising a legitimate concern, providing that they follow the whistleblowing procedures. Where requested, Seenaryo will keep the discloser's identity confidential as far as possible. In certain circumstances the staff member may be needed as a witness; if so, the Co-Director will inform the employee.

The discloser will be informed of the outcome where reasonably practicable. Timescales depend on the complexity of the enquiry, but the member of staff should receive feedback within 10 working days. If the discloser is unhappy about the outcome, s/he should make a further report to the CEO or trustee.

Our whistleblowing procedures are described at further length in our Whistleblowing Policy, which can be requested. All the contacts below speak Arabic and English.

Whistleblowing Contacts				
Country	Name & role	WhatsApp	Phone	Email
Lebanon	Lama Amine (Head of Arts)	+44 7933 353170	+961 78 967 028	<a href="mailto:lama@seenaryo.org">lama@seenaryo.org</a>
Jordan	Lara Mclvor (Country Director)	+44 7999642812	+9627 9845 6048	<a href="mailto:lara@seenaryo.org">lara@seenaryo.org</a>
Any country	Salim Salama (Trustee)	+44 7503 236439	+44 7503 236439	<a href="mailto:salim.salamah@gmail.com">salim.salamah@gmail.com</a>

### Beneficiaries & whistleblowing

All beneficiaries also have these contact details on the back of their photo/media consent form. You will give them this form in the first session. Beneficiaries may also voice a concern to you directly. You would then be required to report it on to one of the contacts above – or for safeguarding matters follow the procedure in our Safeguarding Policy.

At the start of a project, it can be useful to tell beneficiaries that you are always available if they want to talk about anything, have any concerns or questions etc. This doesn't need to be heavy-handed, and can be incorporated into any normal 'welcome' conversation.

## 16. Seenaryo's Online Code of Conduct SOC01

### To keep myself and others safe...

- I will always be aware that my actions on the internet can be seen by others.
- During activities, I will be responsible for my behaviour when using the internet, including social media platforms, games and apps. This includes the resources I access and the language I use.
- I will not deliberately browse, download or upload messages or pictures that could be considered offensive or illegal.
- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will not give out any personal information online, such as my phone number or address and I will not share contact details of anyone else without their permission.
- I will not reveal my passwords to anyone.
- If I am on a video call I must have the video function on so all can see me.
- I will not arrange personal contact online with participants I'm working for a purpose unrelated to Seenaryo's activities.

### To make meetings or sessions on video calls work well...

- I will mute my microphone when I'm not speaking.
- I will respect the start and end times of meetings and arrive on time like I would be for normal sessions.
- I will choose an appropriate setting (e.g. not a bedroom) in which to participate.
- I will dress appropriately (e.g. not in pyjamas).