

# **Code of Conduct Policy**

## **Aims**

- The purpose of this Code of Conduct is to outline the expected behaviour and professional standards for nannies employed through Herts and Home.
- The 5 key codes of conduct apply to all employees of Herts and Home: Integrity, Objectivity, Professional competence and due care, Confidentiality and Professional behaviour.
- This policy serves as a guideline to ensure the well-being and safety of both our nannies and the families they serve.

## **Integrity**

### **Alcohol and Drug Use**

- Nannies are strictly prohibited from consuming or being under the influence of alcohol and drugs during working hours.

### **Financial Integrity**

- Keep accurate records of any work-related expenses to be reimbursed by the family or the agency.
- Nannies must act with integrity to prevent fraud or any financial discrepancies.

### **Relationships**

- Nannies must refrain from entering into romantic or sexual relationships with any client, maintaining an ethical boundary at all times.

### **Corruption**

- We discourage employees from accepting gifts from clients or partners. We prohibit bribes for the benefit of any external or internal party.
- Nannies may not enter into any agreement outside the agency for work by a client, a friend/family or associate.

### **Legal Compliance**

- Nannies must follow all applicable laws, including those related to child welfare and employment.
- Nannies must read, understand, and adhere to all Herts and Home policies and procedures.

## **Objectivity**

### **Open and Honest Communication**

- Nannies must maintain open lines of communication with families and the agency about the children's care, including any challenges or issues that may arise. Best practice involves using nanny diaries or regular daily logs.
- Nannie may not discuss any political or religious beliefs within earshot of a child or vulnerable person whilst working for the Agency. Any discussion of sensitive topics like these should be kept to a minimum.

### **Conflict Resolution**

- Approach conflicts or disputes with colleagues, managers or clients objectively and professionally. Contact the Agency for HR support if disputes cannot be amicably resolved.

### **Representation**

- Nannies are representatives of Herts and Home and must not engage in behaviour that could tarnish the agency's reputation.

### **Relationships**

- Any relationships developed between clients and nannies due to their working together through the agency should remain professional and where deeper friendships apply Agency confidentiality and professional conduct apply.

## **Professional Competence and Due Care**

### **Punctuality and Reliability**

- Staff are expected to arrive on time for their scheduled work start time and maintain a consistent record of reliability.
- Nannies should arrive to their workplace ahead of time to ensure they have put their belongings away and are ready to care for children at the start time.
- If staff are sick or have an emergency they must report this to their client or manager as soon as possible and secondly to the Agency. Unless in extenuating circumstances where a staff member is incapacitated not reporting sickness or absence to the Agency is grounds for disciplinary action.

### **Childcare**

- The safety of the child or children is of paramount importance. Nannies must adhere to all safety guidelines set by both the agency and the family.
- Engage with children in a manner that is respectful, age-appropriate, and encourages positive emotional and intellectual development.
- Any accidents, incidents or safeguarding concerns must be immediately reported to both the agency and the family- where appropriate.

### **Communication**

- Clear and respectful communication is essential for smooth operations and efficient caregiving. Active listening and respectful dialogue should be the standard.

### **Technology**

- Nannies should use technology such as smartphones, tablets, and computers in a responsible and professional manner. The primary focus should be on childcare responsibilities, and technology should not distract from this.
- Nannies should prioritize the safety of the children when using any technology, ensuring that any content viewed or engaged with is appropriate and safe for children.

### **Relationships**

- Nannies must ensure they do not show favouritism to particular children in their care.
- Nannies must not have any outside contact with children of the Agency on social media.

### **Driving with Client's Children**

- All driving activities involving client's children must adhere to safety regulations and require explicit permission from the parents or guardians.
- Nannies must possess a valid driving licence and, if using their own vehicle, adequate insurance coverage that explicitly allows for the transport of children. If driving the family's car, they must be added to the family's insurance policy.
- Nannies are expected to follow all traffic laws and regulations, including speed limits and parking restrictions. The use of mobile phones or other distracting devices is strictly prohibited while driving.

## **Confidentiality**

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- All nannies are obliged to respect the family's privacy, sharing information only on a need-to-know basis within the agency.

### **Use of Technology**

- Nannies must use technology responsibly and respect the privacy of the family. They are prohibited from taking or sharing photos, videos, or any other information about the family or their home without explicit consent.

## **Professional Behaviour**

### **Appearance**

- Nannies are expected to dress in a professional and modest manner, suitable for their role and activities.

### **Respect for Colleagues and Property**

- Work effectively and respectfully with all team members.
- Treat all property—whether it belongs to the family or the agency—with respect and care.
- Nannies must use household resources and technologies judiciously and in accordance with the family's guidelines. Misuse or theft of family property is unacceptable.

### **Diversity and Inclusion**

- Respecting individual differences, whether it's background, ethnicity, religion, or opinion, is mandatory.

### **Social Media**

- Any sharing or posting on social media regarding work must be approved by the family and should align with the values and guidelines set by Herts and Home.

### **Breach of Conduct**

- Failure to adhere to this Code of Conduct may result in disciplinary action, up to and including termination of employment.

By accepting employment with Herts and Home, nannies agree to adhere to this Code of Conduct at all times during their employment.