

Code of Conduct
Visitors, Volunteers and External
Contractors



Code of Conduct – Visitors, Volunteers and External Contractors			
Current Status:	Operational	Last Review:	October 2025
Policy Owner:	Chief People Officer	Next Review:	October 2028
Roles Responsible for Review:		Originated:	
Approved by:	Resources SET	Committee:	
Type of Policy:	Staff / External	Quality Assured by:	Policy Team

1. General

- 1.1 This policy applies to all visitors, volunteers and external contractors associated with Eastern Education Group (EEG), which includes:
- Abbeygate Sixth Form College
 - Chalk Hill
 - Duke of Lancaster School
 - Exning Primary School
 - One Sixth Form College
 - Priory School
 - Stanton Primary School
 - Stone Lodge Academy
 - Sunrise Academy
 - West Suffolk College (including all PPL centres)
- 1.2. This Code of Conduct provides clear guidance on expected behaviours to ensure a professional, respectful, and safe environment for students, staff, visitors, and the wider community.
- 1.3. All contractors, visitors and volunteers are required to read, understand, and agree to abide by this Code of Conduct before commencing work at EEG.

2. Principles and Expectations

Respect and Professionalism

- 2.1. Treat all students, staff, visitors, and other contractors with courtesy, respect, and fairness.

Demonstrate honesty and integrity in all interactions.

- 2.2. Recognise and value individual differences and promote an inclusive environment.

Safeguarding and Child Protection

- 2.3. Be familiar with and comply with safeguarding and child protection policies.

Report any concerns or suspicions of harm or abuse immediately to designated safeguarding leads (DSLs).

- 2.4. Never engage in any form of physical, emotional, or sexual misconduct.

Confidentiality

- 2.5. Protect sensitive and confidential information encountered during your work.

Do not disclose or share any personal, educational, or safeguarding information unless authorized.

- 2.6. Respect privacy and data protection laws.

Behaviour and Conduct

- 2.7. Conduct yourself in a manner that maintains the trust and professional standards of the trust.

Refrain from using offensive or inappropriate language or behaviour.

- 2.8. Avoid any actions or language that could be perceived as discriminatory, harassing, or bullying.

Health and Safety

- 2.9. Follow all health and safety protocols and procedures; use any protective equipment provided; and report any hazards, accidents, or safety concerns promptly.

Appearance and Dress

- 2.10. Adhere to the dress code; present yourself in a professional and appropriate manner; and wear identification badges clearly, at all times.

Use of Equipment and Resources

- 2.11. Use EEG resources, facilities, and equipment responsibly and only for intended purposes. Never use or access inappropriate or illegal content on EEG computers or devices.

Responsibilities of contractors, visitors and volunteers

- 2.12. To uphold EEG's values, policies, and standards at all times.
- 2.13. Attend any relevant training or briefing sessions.
- 2.14. Seek guidance from designated staff if unsure about any aspect of your role or conduct.
- 2.15. Cooperate with any investigations or inquiries regarding conduct or safeguarding.

3. Unacceptable Conduct

3.1. Contractors, Visitors and volunteers must not:

- Possess, use, or be under the influence of illegal drugs or alcohol while onsite.
- Engage in violent, aggressive, harassing, or discriminatory behaviour.
- Use offensive language or make inappropriate remarks.
- Engage in any sexual or inappropriate physical contact with students or staff.
- Access or share any illegal or inappropriate material, including child exploitation images.
- Disclose confidential or personal information unless authorized.
- Fail to report safeguarding concerns.

4. Consequences of Non-Compliance

- #### **4.1. Failure to adhere to this Code of Conduct may result in immediate suspension, termination of contract or volunteer placement, legal action, and reporting to appropriate authorities.**

Revision date	Reason for revision	Section number	Changes made
October 2025	New Policy	All	New