

The Anchor Room CIC

Policy Owner: Sophia Dacey
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Code of Conduct

1. Purpose

The Anchor Room CIC is committed to creating a safe, respectful, inclusive, and empowering environment for the women and communities we support.

As a community-focused organisation working with vulnerable women and operating through public trust, partnerships, and grant funding, all directors, staff, volunteers, facilitators, and representatives are expected to uphold the values, professionalism, and safeguarding responsibilities of the organisation at all times.

This Code of Conduct exists to:

- Protect the wellbeing and safety of service users
- Maintain public trust and organisational credibility
- Promote respectful and ethical conduct
- Ensure safe and professional working relationships
- Protect the long-term reputation and sustainability of The Anchor Room CIC

2. Scope

This policy applies to:

- Directors
- Employees
- Volunteers
- Freelancers and contractors
- Facilitators and guest speakers
- Anyone representing or acting on behalf of The Anchor Room CIC

This applies during:

- Workshops and events
- Meetings and partnerships
- Online communications
- Public-facing activities
- Any situation where an individual may reasonably be associated with The Anchor Room CIC

3. Our Values

All individuals connected to The Anchor Room CIC are expected to uphold the organisation's core values of:

- Compassion
- Respect
- Emotional safety
- Inclusion
- Empowerment
- Integrity
- Accountability
- Community care

We are committed to creating spaces where women feel:

- Safe
- Heard
- Supported
- Respected
- Free from judgement, hostility, discrimination, or intimidation

4. Expected Standards of Conduct

All individuals associated with The Anchor Room CIC are expected to:

- Behave professionally, respectfully, and responsibly
- Communicate in a calm and constructive manner
- Treat all individuals with dignity and respect
- Maintain appropriate professional boundaries
- Act in ways that promote emotional and physical safety
- Respect confidentiality and safeguarding responsibilities
- Work collaboratively and respectfully with colleagues and partners
- Represent the organisation honestly and professionally
- Avoid conduct likely to damage public trust in the organisation

5. Equality, Inclusion & Anti-Discrimination

The Anchor Room CIC has a zero-tolerance approach to:

- Racism
- Antisemitism
- Islamophobia
- Homophobia
- Transphobia

- Ableism
- Harassment
- Bullying
- Hate speech
- Discrimination or abusive behaviour of any kind

Everyone connected to the organisation is expected to contribute to an environment that is inclusive, respectful, and emotionally safe for all.

6. Safeguarding & Emotional Safety

As an organisation supporting women affected by abuse, trauma, isolation, and hardship, safeguarding is central to all areas of our work.

All representatives of The Anchor Room CIC are expected to:

- Prioritise participant wellbeing and safety
- Avoid behaviour that could intimidate, shame, or emotionally harm others
- Maintain clear professional boundaries
- Report safeguarding concerns appropriately
- Act in ways that support trust and emotional safety within the community

Aggressive, hostile, intimidating, or emotionally harmful behaviour may be treated as a safeguarding concern where appropriate.

This policy acts in line with our Safe Guarding policy.

7. Professional Communication

All communication connected to The Anchor Room CIC should remain respectful and constructive, including:

- Verbal communication
- Written communication
- Emails and messaging
- Meetings
- Public comments
- Online interactions

Disagreements should be handled professionally and privately wherever possible.

Individuals are expected to:

1. Raise concerns respectfully
2. Avoid public conflict involving the organisation
3. Participate in constructive resolution discussions where needed
4. Respect collective decision-making processes

8. Conflicts of Interest

Directors and representatives must act in the best interests of The Anchor Room CIC and declare any conflict of interest which may affect decision-making, partnerships, funding, or organisational integrity.

9. Breaches of the Code of Conduct

Failure to comply with this Code of Conduct may result in:

- Informal resolution discussions
- Formal conduct meetings
- Written warnings
- Removal from activities or representation duties
- Suspension or removal from director, volunteer, or representative roles, subject to governing documents and legal procedures

Serious or repeated breaches may be considered conduct detrimental to The Anchor Room CIC.

10. Governance & Review

This policy may be reviewed and updated by the directors of The Anchor Room CIC in line with safeguarding, legal, operational, and organisational requirements.

This Code of Conduct will be reviewed annually.