

Safeguarding Code of Conduct

At the Freemasons Charity we believe that all staff and volunteers share responsibility for safeguarding and promoting the welfare of children, young people and adults who are at risk. The code of conduct sets out essential information and clear expectations for all staff and volunteers, it reminds us of our responsibilities. By following this code of conduct, staff and volunteers will contribute to a culture of safeguarding and help ensure a safe environment for everyone involved.

As a representative of the Freemasons Charity, you will:

- Follow our policies and Code of Conduct and re-read them on a regular basis.
- Participate in any mandatory safeguarding training.
- Acknowledge and understand your position of power and influence in the community.
- Respect your position of trust.
- Maintain professional boundaries that promote the welfare and safety of others.
- Be accountable for your actions and encourage an open and transparent culture where people feel able to challenge and report misconduct or abuse.
- Set a good example for others, treating everyone with respect, dignity and fairness.
- Encourage others to prioritise safeguarding and promote awareness within your community.
- Be respectful and inclusive in all forms of communication; be aware of the impact of your non-verbal communication and tone of voice.
- Be responsible for reporting all allegations, suspicions, disclosures and concerns immediately in line with the safeguarding process, including those that refer to an appropriate staff member, trustee or volunteer.
- Avoid assumptions based on the reputation, position, or your own knowledge of someone that may delay/prevent you from sharing information.
- Refer to the Freemasons Charity Whistleblowing Policy if an incident or concern relates directly to the DSL or a member of the designated safeguarding team.

Designated Safeguarding Team

Telephone: 0800 035 60 90 *option 1*

Email:

safeguarding@freemasonscharity.org.uk

If you recognise a concern...

Remember:

- ✓ Remain open, approachable and receptive to experiences that are being shared.
- ✓ Listen carefully, without interrupting.
- ✓ Be mindful of your body language and facial expressions, try to remain neutral.
- ✓ Make it clear that you are taking what is said seriously and you believe them.
- ✓ Acknowledge how difficult this may be to talk about.
- ✓ Reassure them that telling you was the right thing to do.
- ✓ Let them know that you'll do everything you can to help.
- ✓ Tell the person you will need to share the information with the right people and explain who they are.
- ✓ Make a written record of **exactly** what has been said
- ✓ Act **immediately** and share your concerns with the DSL or contact the appropriate emergency services.
- ✓ If you have any questions, contact our designated safeguarding team as soon as possible.

Avoid:

- ✗ Do not promise confidentiality.
- ✗ Don't ask too many questions, don't lead or probe.
- ✗ Don't investigate.
- ✗ Don't ask the individual to repeat the disclosure.
- ✗ Do not discuss the disclosure with people who do not need to know.
- ✗ Do not delay in reporting the disclosure to the DSL or appropriate emergency services.
- ✗ Do not offer to mediate, advocate or act on behalf of the person sharing the information with any alleged abusers.
- ✗ Do not pass comment, judgement or personal views on anyone involved, or the situation.
- ✗ Don't share personal experiences or give unsolicited advice.

Safeguarding Process for a concern...

