

Consultants Code of Conduct

I have read and understand the CTH Consultants Code of Conduct and agree to be bound to these principals.

Signed: _____

Name: _____

Dated: _____

Introduction

CTH operates to the highest level of ethical standards. This document sets out the general code of conduct that applies to all officers, employees, associates and sub-contractors of CTH. This is a commitment made to our clients, their employees and other members of their organisation who we may serve.

If you uncover any deviation or suggested misconduct, please report this to a director of the company where all matters will be investigated and treated with the utmost confidentiality and respect.

<p><i>Definitions</i></p>	<p><u>Community Tech Hub or CTH:</u> The entity that is in the business of providing education and consultancy services.</p> <p><u>CTH Consultant:</u> A fully trained self-sufficient consultant who may be an employee, approved associate or sub-contractor providing services to an CTH client contracted by CTH.</p> <p><u>CTH Associate:</u> An individual or a supplying company who has been approved by the CTH management who is committed to raise awareness of CTH and/or deliver client consultancy products and services.</p>
<p><i>CTH Company Objectives</i></p>	<p>Vision INCREASING DIGITAL INCLUSION WHLST KEEPING THE COMMUNITY SAFE ONLINE</p> <p>CTH Goals</p> <ul style="list-style-type: none"> ✓ Be a profitable business that can invest in new products and services ✓ Be recognised as an excellent provider of digital inclusion training and support services with a particular focus on preventing fraud and scam impact on community members ✓ Hold a significant East Suffolk presence by being “first choice” for local communities ✓ Establish channel partnerships and associates to resell the CTH tools ✓ Be recognised as an authority & thought leader in the prevention of scams and fraud ✓ Provide or create funds for other innovative supportive projects ✓ Clients who are happy to refer new clients to us
<p><i>Objectives for CTH Consultants (expectations)</i></p>	<p>DRAFT IDEAS</p> <ul style="list-style-type: none"> ● Be proactive in the development of long term relationships with our clients to the position of “strategic advisor” in the field of digital inclusion and risk prevention. Look for areas where our products and services can add immense value to our clients and invite discussion. ● Help grow our market presence and support our general business development ● Be responsible for specific clients, projects and / or consultancy services ● To adhere to the CTH values and protect the CTH brand(s) as though it is their own ● To help promote the CTH values and brand messages

General Points to Remember, Do's & Don'ts

Please read and familiarise yourself with the details of the Consultants Code of Conduct, it drives our core values and ensures consistency across all of our work. These cover the areas of:

- respect;
- competence;
- responsibility;
- Integrity.

Embedded in everything we do is the need for strict confidentiality and protection of personal data. We are providing services to potentially vulnerable people where our safeguarding rules must be employed at all times, if in doubt, please ask a Director.

We don't want to be restrictive and we want everyone to be fulfilled whilst having fun. At the same time we wish to preserve our brand, ethos and reputation to the highest professional ideals. So your help is appreciated with the points below.

- Any work that carries a financial risk to CTH must be approved by a Director,
- Any piece of sales or consultancy work that carries a potential for reputational risk to CTH must have oversight and approval from a Director
- All contracts and commercial relationships must be approved by the CTH Commercially Appointed Director

We are keen to get as much Press as possible and the board are very happy to speak on TV, Radio or Press interviews or any other ideas to spread awareness. If you get approached, please contact one of the directors to agree an approach.

Do please ask for help if any doubt, with an escalation path to the Chairman.

Company Administration

All client assignments must carry an approved commercial agreement before work commences. This is in place to protect all parties and ensure standards and expectations are met.

Your contact point for all commercial and billing matters is: Paul Finch, who can be contacted on paul@communitytechhub.org

Community Tech Hub: supporting information

Community Tech Hub CIC is a privately owned social enterprise registered at Companies House in England and Wales No: XXXXXXXXXXXX, Registered Address:

The CTH Values: Respect, Competence, Responsibility & Integrity.

Contact the team here:
Paul Finch

[Website:](#)

The CTH Consultants Code Conduct

The aim of the code is that it should apply to all consultants with the focus on the quality of decision making, allowing sufficient flexibility for a variety of approaches and methods, through the provision of professional standards which apply to all.

In making decisions on what constitutes professional practice, consultants will need to consider the application of technical competence and the use of their professional skill and judgement. They should also be mindful of the importance of fostering and maintaining good professional relationships with clients and others as a primary element of good practice.

Typical Sources of Industry Complaints; these indicate that certain areas of work that produce most of the concerns:

- multiple relationships – where the consultant owes an allegiance to several different stakeholders;
- personal relationships – where the consultant infringes or violates the trust of a client or clients;
- unclear or inadequate standards of practice – where the consultant is unaware of or disregards the current systems in use by peers or others in similar work for the client;
- breaches of confidentiality – where rules and constraints were broken or not clarified in advance with stakeholders;
- competence – where excessive or misleading claims are made or where inadequate safeguards and monitoring exist for new areas of work;
- research issues including falsifying data, failing to obtain consent, plagiarism or failing to acknowledge another's work or contribution;
- health problems affecting performance or conduct;
- bringing clients, other consultants or the company into disrepute.

Many of the above concerns involve unprofessional behaviour but others involve lack of information, poor planning or carelessness. Communication, appropriate support and transparency of activity would prevent problems occurring or developing into serious concerns.

Despite every care being taken difficulties will occur from time to time. Several systems of ethical decision making may exist and the following is an adaptation of the core themes from reliable industry sources when dealing with sensitive areas of client activity which CTH has adopted to ensure consistency and safety within the nature of the work in which we are immersed in.

- 1) Identify the outcomes driving the requirement,
- 2) Identify all stakeholders to confirm outcomes and plans,
- 3) Use the Code of Conduct to identify the principals involved,
- 4) Evaluate the rights, responsibilities and welfare of all clients and stakeholders,
- 5) Generate any alternative decisions preferably with others to act as a sounding board,
- 6) Establish a cost/risk benefit analysis to include both short- and long-term consequences,
- 7) Make the decision after checking that the reasoning behind it is logical, lucid and consistent,
- 8) Document the process of decision making,
- 9) Assume responsibility and monitor any outcomes. Apologise for any negative outcomes that result. Many formal complaints are often a client's only way of obtaining an acknowledgement of an issue. Saying 'sorry' does not automatically admit liability,
- 10) Make every effort to correct any negative outcomes and remain engaged in the process,
- 11) Learn from the process for yourself, for others and for the Company

Note: The thinking behind ethical decisions needs to be clear, especially where time is short and/or where high levels of emotion and risk are involved.

Professional Principals

This code is based on four principles, which constitute the main domains of responsibility within which professional issues are considered. These are:

- respect;
- competence;
- responsibility;
- Integrity.

Each principle is described in a statement of values, reflecting the fundamental beliefs that guide reasoning, decision making, and behaviour.

Each principle described is further defined by a set of standards, setting out the conduct that the company expects of its consultants.

RESPECT

Statement of values – Consultants value the dignity and worth of all people, with sensitivity to the dynamics of perceived authority or influence over individuals and with particular regard to people's rights including those of privacy and confidentiality.

1.1 Standard of general respect.

Consultants should:

- (i) Respect individual, cultural and role differences, including (but not exclusively) those involving age, disability, education, ethnicity, gender, language, national origin, race, religion, sexual orientation, marital or family status and socio-economic status.
- (ii) Respect the knowledge, insight, experience and expertise of clients, their employees, relevant third parties, and members of CTH.
- (iii) Avoid practices that are unfair or prejudiced.
- (iv) Be willing to explain the basis of their decision making.

1.2 Standard of privacy and confidentiality.

Consultants should:

- (i) Keep appropriate records.
- (ii) Obtain the consent of clients for disclosure of any confidential information.
- (iii) Restrict the scope of disclosure to that which is consistent with CTH purposes, the specifics of the initiating request or event, and (so far as required by the law) the specifics of the client's authorisation.
- (iv) Record, process, and store confidential information in a fashion designed to avoid inadvertent disclosure.
- (v) Follow the CTH standards of security and ISO27001 practices.
- (vi) In the event of any issue with regard to maintaining confidentiality, ensure from the first instance that clients are aware of the issue and if relevant, alert them to:
 - a. potentially conflicting legal and professional obligations;
 - b. the likelihood that consultation with CTH colleagues may occur in order to enhance the effectiveness of service provision;
 - c. Restrict breaches of confidentiality to those exceptional circumstances under which there appears sufficient evidence to raise serious concern about:
 - i. the safety of client employees;
 - ii. the safety of other people who may be endangered by the client's behaviour; or
 - iii. the health, welfare or safety of children or vulnerable adults.

- (vii) Consult CTH management when contemplating a breach of confidentiality, unless the delay incurred by seeking such consultation is rendered impractical by the immediacy of the need for disclosure.
- (viii) Document any breach of confidentiality with the reasons and submit to CTH management for onward discussion and client submission.
- (ix) Make audio, video or photographic recordings of clients only with the explicit permission of clients

1.3 Standard of informed consent (when undertaking research with client employees)

Consultants should:

- (i) Ensure that individuals, particularly those who may be deemed vulnerable, are given ample opportunity to understand the nature, purpose, and anticipated consequences of any professional services or research participation, so that they may give informed consent to the extent that their capabilities allow.
- (ii) Explain that all CTH employees have DBS and safeguarding certificates.
- (iii) Seek to obtain the informed consent of all individuals to whom professional services or research participation are offered.
- (iv) Keep adequate records of when, how and from whom consent was obtained.
- (v) When the specific nature of research precludes obtaining informed consent from individuals within a client obtain specific approval from the client.
- (vi) Withhold information from individuals only in circumstances when necessary to preserve the integrity of research, and specifically consider any additional safeguards required for the preservation of the individual's welfare.
- (vii) Avoid intentional deception of individuals unless:
 - a. deception is necessary in exceptional circumstances to preserve the integrity of research or the professional services being provided;
 - b. any additional safeguards required for the preservation of the individuals welfare are specifically considered;
 - c. the nature of the deception is disclosed to clients at the earliest feasible opportunity.

COMPETENCE

Statement of values – Consultants value the continuing development and maintenance of high standards of competence in their professional work, and the importance of preserving their ability to function optimally within the recognised limits of their knowledge, skill, training, education, and experience.

2.1 Standard of awareness of professional ethics

Consultants should:

- (i) Develop and maintain a comprehensive awareness of professional standards, including familiarity with this Code.
- (ii) Integrate ethical considerations into their professional practices as an element of continuing professional development.

2.2 Standard of ethical decision making

Consultants should:

- (i) Recognise that ethical dilemmas will inevitably arise in the course of professional practice.
- (ii) Accept their responsibility to attempt to resolve such dilemmas with the appropriate combination of reflection, supervision, and consultation.
- (iii) Be committed to the requirements of this Code.
- (iv) Engage in a process of professional decision making that includes:
 - identifying relevant issues;
 - reflecting upon established principles, values, and standards;
 - seeking supervision or peer review from CTH management;

- using the Code of Conduct to identify the principles involved developing alternative courses of action;
 - analysing the advantages and disadvantages of various courses of action for those likely to be affected, allowing for different perspectives and cultures;
 - choosing a course of action;
 - evaluating the outcomes to inform future ethical decision making.
- (v) Be able to justify their actions on professional grounds.
- (vi) Remain aware that making ethical decisions must be undertaken with sensitivity to any time constraints that may exist.
- (vii) Given the existence of legal obligations that may occasionally appear to contradict certain provisions of this Code, analyse such contradictions with particular care, and adhere as far as possible to these principles while meeting any legal requirements.

2.3 Standard of recognising limits of competence

Consultants should:

- (i) Practice within the boundaries of their skills and competence.
- (ii) Engage in some form of continued professional development.
- (iii) Remain abreast of CTH research and innovations relevant to their professional activities.
- (iv) Seek consultation with CTH management or colleagues when required, particularly as circumstances begin to challenge their professional expertise.
- (v) Engage in additional areas of professional activity only after obtaining the knowledge, skill, training, education, and experience necessary for competent functioning.
- (vi) Remain aware of and acknowledge the limits of their methods, as well as the limits of the conclusions that may be derived from such methods under different circumstances and for different purposes.
- (vii) Strive to ensure that those working under their direct supervision also comply with each of the requirements of this standard and that they are not required to work beyond the limits of their competence.

2.4 Standard of recognising impairment

Consultants should:

- (i) Monitor their own personal and professional lifestyle in order to remain alert to signs of impairment.
- (ii) Seek professional consultation or assistance when they become aware of health-related or other personal problems that may impair their own professional competence.
- (iii) Refrain from practice when their professional competence is seriously impaired.
- (iv) Encourage colleagues whose health-related or other personal problems may reflect impairment to seek professional consultation or assistance.

RESPONSIBILITY

Statement of Values – Consultants value their responsibilities to all clients and to the business of CTH including the core mission of INCREASING DIGITAL INCLUSION WHLST KEEPING THE COMMUNITY SAFE ONLINE

3.1 Standards of general responsibility

Consultants should:

- (i) Avoid personal and professional misconduct that might bring the Company into disrepute, recognising that, in particular, convictions for criminal offences that reflect on suitability for practice may be regarded as misconduct.
- (ii) Seek to remain aware of the scientific and professional activities of CTH and others with whom they work, with particular attention to the ethical behaviour of all CTH consultants.
- (iii) Consultants have a responsibility to be mindful of any potential risks to themselves.

3.2 Standards of termination and continuity of care

Consultants should:

- (i) Be very clear at the start of an assignment the conditions under which the professional services may be terminated.
- (ii) Take advice from CTH management where there appears to be ambiguity about continuing with professional services
- (iii) Terminate professional services when clients do not appear to be deriving benefit and are unlikely to do so.

3.3 Standard of protection of research participants

Consultants should:

- (i) Consider all research from the standpoint of research participants, for the purpose of eliminating potential risks to mental well-being, physical health, personal values, or dignity.
- (ii) Undertake such consideration with due concern for the potential effects of, for example, age, disability, education, ethnicity, gender, language, national origin, race, religion, marital or family status, or sexual orientation, seeking consultation as needed from those knowledgeable about such effects.
- (iii) Ask research participants from the first contact about individual factors that might reasonably lead to risk of harm, and inform research participants of any action they should take to minimise such risks.
- (iv) Inform research participants when evidence is obtained of a psychological or physical problem of which they are apparently unaware, if it appears that failure to do so may endanger their present or future well-being.
- (v) Exercise particular caution when responding to requests for advice from research participants concerning psychological or other issues, and offer to make a referral for assistance if the inquiry appears to involve issues sufficiently serious to warrant professional services.

3.4 Standard of debriefing of research participants

Consultants should:

- (i) Debrief research participants at the conclusion of their participation, in order to inform them of the outcomes and nature of the research, to identify any unforeseen harm, discomfort, or misconceptions, and in order to arrange for assistance as needed.
- (ii) Take particular care when discussing outcomes with research participants, as seemingly evaluative statements may carry unintended weight.

INTEGRITY

Statement of values – Consultants value honesty, accuracy, clarity, and fairness in their interactions with all persons, and seek to promote integrity in all facets of their scientific and professional endeavours.

4.1 Standard of honesty and accuracy

Consultants should:

- (i) Be honest and accurate in representing their professional affiliations and qualifications, including such matters as knowledge, skill, training, education, and experience.
- (ii) Take reasonable steps to ensure that their qualifications and competences are not misrepresented by others, and to correct any misrepresentations identified.
- (iii) Be honest and accurate in conveying professional conclusions, opinions, and research findings, and in acknowledging the potential limitations.
- (iv) Be honest and accurate in representing the financial and other parameters and obligations of supervisory, training, employment, and other contractual relationships.
- (v) Ensure that clients are aware from the first contact of costs and methods of payment for the provision of professional services.

- (vi) Claim only appropriate ownership or credit for their research, published writings, or other scientific and professional contributions, and provide due acknowledgement of the contributions of others to a collaborative work.
- (vii) Be honest and accurate in advertising their professional services and products, in order to avoid encouraging unrealistic expectations or otherwise misleading the public.

4.2 Standard of avoiding exploitation and conflicts of interest

Consultants should:

- (i) Remain aware of the problems that may result from dual or multiple relationships.
- (ii) Avoid forming relationships that may impair professional objectivity or otherwise lead to exploitation of or conflicts of interest with a client.
- (iii) Refrain from abusing professional relationships in order to advance their sexual, personal, financial, or other interests.

4.3 Standard of Maintaining Personal Boundaries

Consultants should:

- (i) Refrain from engaging in any form of sexual or romantic relationship with **people (persons)** to whom they are providing professional services, or to whom they owe a continuing duty of care, or with whom they have a relationship of trust.
- (ii) Refrain from engaging in harassment and strive to maintain their workplaces free from sexual harassment.
- (iii) Recognise as harassment any unwelcome verbal or physical behaviour, including sexual advances, when
 - a. such conduct interferes with another person's work or creates an intimidating, hostile or offensive working environment;
 - b. submission to this conduct is made implicitly or explicitly a term or condition of a person's education, employment or access to resources; or
 - c. submission or rejection of such conduct is used as a basis for decisions affecting a person's education or employment prospects.
- (iv) Recognise that harassment may consist of a single serious act or multiple persistent or pervasive acts, and that it further includes behaviour that ridicules, disparages, or abuses a person.
- (v) Make clear to trainees and employees, as part of their induction, that agreed procedures addressing harassment exist within both the workplace and the Society.
- (vi) Cultivate an awareness of power structures and tensions within groups or teams.

4.4 Standard of Addressing Misconduct

Consultants should:

- (i) Challenge colleagues who appear to have engaged in professional misconduct, and/or consider bringing allegations of such misconduct to the attention of CTH management to investigate them, particularly when a client or client employee may be affected by the behaviour in question.
- (ii) When bringing allegations of misconduct by a colleague, do so without malice and with no breaches of confidentiality other than those necessary for the proper investigation.
- (iii) When the subject of allegations of misconduct come against themselves, take all reasonable steps to assist those charged with the responsibility to investigate them.

This Code provides the parameters within which professional judgements should be made. However, it cannot, and does not aim to, provide the answer to every dilemma a consultant may face. It is important to remember to reflect and apply a process to resolve professional dilemmas as set out in this code.