



Policy name:	Code of Conduct
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Updated by:	
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Revision number	Date	Details of Change(s)
1.1	11/12/2025	Additional content added: <ul style="list-style-type: none"> • Environmental statement (in ethics section) • Working time and burnout (in professional conduct section) • Strengthened appropriate relationships statement (in professional conduct section) • Restorative statement added to breach response.

Purpose:

The Magic Me Code of Conduct establishes the standards of behaviour expected from all staff, volunteers, board members, and artists involved in our work. It reflects our commitment to our values, as well as [anti-racist](#), [anti-ageist](#), environmentally sustainable practice while ensuring compliance with legal and policy requirements including but not limited to safeguarding, data protection and health and safety. This code guides us in creating a safe, respectful, and inclusive environment where all individuals are valued, and where our practices align with our mission to foster meaningful connections across generations and communities.

Adherence to this code ensures that we maintain the highest standards of professionalism, safeguard the well-being of those we work with, and actively promote a culture of anti-racism and inclusivity. All members of Magic Me are expected to embody these principles in their interactions and contributions to the organisation. In working with Magic Me, you commit to:

Commitment to Magic Me's values:

- Embodying and championing Magic Me's values of creativity, collaboration, inclusivity, and thoughtfulness across all activities.



Respect and dignity:

- Treat all individuals with respect, kindness, and consideration, regardless of background.
- Actively listen and seek to understand differing perspectives, fostering an environment where everyone feels heard and valued.

Anti-Racism, anti-ageism and inclusivity:

- Actively contribute to creating an anti-racist, anti-ageist workplace and working practices, where prejudice, discrimination, and microaggressions are challenged.
- Engage with anti-racism and anti-ageism learning initiatives to foster personal and professional growth in this area and help build a more equitable organisation.
- Commit to inclusive practices that ensure everyone, regardless of their identity, can fully participate in and benefit from our programmes.

Non-discrimination and harassment

- Ensure a zero-tolerance stance towards any form of discrimination, bullying, harassment, or abusive behaviour as set out in our bullying and harassment policy.
- If you witness or experience any misconduct, report it promptly through the designated channels outlined in the organisation's policies.

Commitment to legal and ethical principles:

- Safeguard and protect the physical, emotional and mental wellbeing of vulnerable groups, including children and adults at risk, in line with Magic Me's safeguarding policies and legal requirements, and report concerns immediately.
- Adhere to all health and safety guidelines, ensuring safe working conditions for colleagues and participants. Report hazards or incidents promptly, and follow risk assessments for each project.
- Comply with all data protection laws, ensuring personal information is handled securely and only accessed as necessary for your role. Maintain confidentiality and protect the privacy of all individuals involved with Magic Me.
- Commit to minimising our environmental impact by reducing waste, using resources efficiently during projects, and considering sustainability in creative and operational decision making.

Collaboration and communication:

- Work collaboratively and constructively with colleagues, partners, and participants, ensuring open communication and mutual respect.



- Share knowledge and skills, encouraging creativity and innovation in our projects while being supportive of others' ideas.
- Engage in reflective practices and contribute to team learning in meetings and feedback sessions.
- Support any colleagues you line manage to thrive within the working environment, communicating fairly and effectively, and providing 1:1 work and wellbeing meetings in line with the organisation's people strategy.
- Respect the work-life balance of colleagues by adhering to working hours, avoiding non-urgent communications outside of agreed times, and with support of organisational policy and practice, taking responsibility for one's own rest and recuperation to prevent burnout.

Commitment to creativity

- Engage in creative exploration that aligns with Magic Me's mission, evolving our practice while maintaining ethics and inclusivity.
- Celebrate artistic experimentation and the diversity of creative expression in a manner that respects the individuality and dignity of all participants.

Professional conduct

- Demonstrate integrity, honesty, and accountability in all professional actions.
- Commit to delivering high-quality work, representing Magic Me with professionalism in all settings.
 - In settings where other policies or protocols are in place, flag any contradiction with this code or with Magic Me practice to your line manager or a member of the Senior Leadership Team.
- Maintain appropriate relationships with all stakeholders, upholding a respectful and safe environment for creative engagement.
 - Do not accept engagement from or actively engage participants outside of approved work channels. In particular, do not engage with participants on personal social media accounts.
 - Do not accept gifts from partners, suppliers, participants or any other stakeholder unless approved to do so by the organisation.

Acceptable use of technology

- Use all Magic Me-provided technology - including computers, phones, and tablets - primarily for work-related purposes. Personal use should be minimal and not interfere with work responsibilities.



- Protect sensitive data by following the data protection policy, using the provided password manager and strong passwords, and not sharing login information with unauthorised individuals. Access only the information necessary for your role and report any security breaches or suspicious activity.
 - Don't download or install any non-work content or software or access inappropriate online content.
- Keep all work devices updated and secure. Report any lost or stolen devices immediately to minimise potential security risks.

Breaches of the code

At Magic Me, we understand that mistakes happen. Where possible and appropriate, we aim to resolve minor breaches through conversation, reflection, and additional training before escalating to formal disciplinary procedures. Breaches of the code by staff will be handled in line with Magic Me's Disciplinary Policy for staff. Breaches of the code by volunteers will be handled in line with the 'resolving problems' section of the volunteering policy.