

# Breeze Connect Ltd

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## Behaviour and Digital Communication Standards

**Version:** 1.0

**Date:** 2<sup>nd</sup> April 2025

**Review Date:** 10th July 2026

**Approved by:** Director, Breeze Connect Ltd

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### 1. Purpose

This policy outlines the expected standards of behaviour and digital communication for staff, volunteers, families, and service users involved with Breeze Connect Ltd. It ensures a safe, respectful, and professional environment that promotes wellbeing, inclusion, and safeguarding for all, especially children and vulnerable individuals.

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### 2. Scope

This policy applies to:

- All staff (paid and unpaid)
  - Volunteers and contractors
  - Service users (including families and children)
  - Any individual representing or interacting with Breeze Connect Ltd online or offline
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### 3. Guiding Principles

- Everyone has the right to feel safe, respected, and valued.
  - Professional boundaries must be maintained at all times.
  - All forms of communication, including digital and social media, must reflect Breeze Connect Ltd's values of respect, safety, and inclusion.
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## **4. General Behaviour Expectations**

All individuals must:

- Treat others with dignity and respect regardless of age, gender, race, religion, disability, or background.
  - Communicate clearly and politely, avoiding aggressive, abusive, or discriminatory language or behaviour.
  - Respect the privacy, confidentiality, and personal space of others.
  - Uphold safeguarding principles and report concerns without delay.
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## **5. Staff and Volunteer Conduct**

Staff and volunteers must:

- Maintain appropriate and professional boundaries with children, young people, and families.
  - Avoid developing personal relationships with service users outside the scope of their role.
  - Never engage in sexualised or exploitative behaviour or communication.
  - Avoid giving or accepting gifts, personal contact details, or connecting on personal social media accounts with service users.
  - Use only organisational platforms or accounts for work-related communication.
  - Set a positive example through appropriate language, attire, punctuality, and conduct.
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## **6. Digital Communication and Social Media Use**

### **Staff and Volunteers**

- Use social media responsibly and professionally, both in personal and work contexts.
- Do not share confidential or identifying information about children, families, or colleagues.
- Do not post content that could bring Breeze Connect Ltd into disrepute.
- Avoid political, religious, or controversial statements linked to the organisation.
- Refrain from contacting children, young people, or families via personal accounts or messaging platforms.
- Report any inappropriate online behaviour or contact.

### **Families and Service Users**

- Use communication platforms respectfully and in line with this policy.
- Do not post images, videos, or personal information about other children or staff without explicit consent.

- Avoid using digital platforms to air complaints or grievances—please follow the official Complaints Procedure.
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## **7. Children and Young People**

(Where engagement includes children directly)

- Treat staff, volunteers, and peers respectfully online and in person.
  - Do not share personal contact details or engage in private conversations with staff outside official channels.
  - Follow any group or platform rules provided for events, workshops, or online spaces.
  - Know who to contact if you feel uncomfortable with any communication or behaviour.
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## **8. Breaches of this Policy**

Breaches of these standards will be taken seriously and may result in:

- Disciplinary action (for staff or volunteers)
  - Suspension or exclusion from services or activities (for service users)
  - Referral to safeguarding or legal authorities where appropriate
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## **9. Related Policies**

- Safeguarding Children / Child Protection Policy
  - Safeguarding Vulnerable Adults Policy
  - Code of Conduct
  - Whistleblowing Policy
  - Complaints Procedure
  - Data Protection and Confidentiality Policy
  - Equality, Diversity and Inclusion Policy
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### **Signed:**

Name: Zakir Ahmed

Position: Director, Breeze Connect Ltd

Date: 02<sup>nd</sup> April 2025