

# Lewisham Islamic Centre

## Code of Conduct

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### Revision history

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1.0	04/12/17	Policy finalized	3.0	10/09/2019	Notes changed
2.0	04/12/18	No changes made	4.0	01/01/21	Amended charity number

**The latest version of this policy will always be on the intranet.**

363 - 365 Lewisham High Street, Lewisham, London. SE13 6NZ |  
[www.lewishamislamiccentre.com](http://www.lewishamislamiccentre.com)

Tel: 0208 690 5090 | Registered Charity Number: 285641 | Fax: +44(0)203 137 5202  
Email: [info@lewishamislamiccentre.com](mailto:info@lewishamislamiccentre.com)

**Dear Colleague of Lewisham Islamic Centre,**

**In the name of Allah, the Entirely Merciful, the Especially Merciful**

**As Salaamu alaikum wa Rahmatullahi wa Barakatuhu,**

**Lewisham Islamic Centre (LIC) is an organization with a legacy of excellence created by hard working founding families, staff and volunteers. It all started in the late 1970s, with a small gathering for Jum'a prayers at a house in Bellingham Road to a purchased property at Brownhill Road, Catford and later; its current site at Lewisham High Street, in 2000. The creativity, innovation and high standards of each person's contribution has made us leaders, as integrity has always been at the core of who we are. Our core objective has constantly been to serve as a spiritual establishment for the community in our vicinity and beyond Lewisham Borough. By the Grace of Allah, LIC now not only fulfils religious needs, but also educational and social needs.**

**But for us to be successful in what we do, we must make sure that our Centre is synonymous with trust, integrity and the highest of principles guided by our Islamic values. Each of us is accountable for living up to these high standards every day, in all our actions. It is not always obvious what the right course of action is and that's why, we have the LIC Code of Conduct to define our long-standing commitment to integrity, and the upright ways that we work with one another within departments. It is essential that we are first and foremost in compliance with our Islamic principles, the Charity Commission, Ofsted procedures as well as government regulations. Our updated Code of Conduct is meant to enhance our compliance and emphasize to each person at LIC to work with integrity each day as you and I are responsible for LIC's reputation.**

**Jazakumullah khayr for making LIC exceptional.**

**LIC Management**

## **LIC's COMMITMENT AND VALUES**

LIC's commitment is to put the needs of our service-users first. By focusing on our clients and being responsible employees, we will not only create meaningful work experiences for ourselves but provide something of lasting value to our society. To uphold this commitment, we need to embed LICs' 3 core values in everything we do. These values are:

### **1) LEADING EDGE**

We embolden an environment where people own their performance and achieve their professional aspirations through participating in new approaches and service development opportunities. We share best practices, reward individual efforts, own our successes and fix our failures. We take responsibility for our actions as individuals, as team members, and as an organization. We believe in what we do, work as a team, support one another and never let the service-users or LIC down. We hold ourselves to a very high standard of performance, as we are dynamic, willing to adapt and to stay on the leading edge.

### **2) INTEGRITY**

We take pride in our work acting always with professionalism in every situation by doing what is right and not the easiest. We are true to ourselves and to others as we will be judged by what we do, and not what we say. We are transparent, honest and consistent in all we do, and we respect everyone at every level of their work. To be the best, we're going to keep pushing ourselves by championing diversity, embracing individuality, listening carefully to each other and communicating openly without undermining one another. Undoubtedly, we are at our best when working as a team and integrity will remain at the heart of everything we do.

### **3) CLIENT-CENTRED APPROACH**

We are fully committed in embracing a client-centred approach by challenging ourselves to execute flawlessly, and to consistently deliver the highest quality of service tailored to the needs our service-users; be it spiritual, educational or social. All our staff work hard with the common aim of ensuring our service-users are at the heart of everything we do. We are intensely focused on serving them by consistently exceeding our goals and their expectations. We are a change-ready organisation that constantly strives to adapt to better respond to the changing needs of our service-users. Thus, adoption of these 3 core values is

**essential in ensuring a work environment that supports LIC's commitments and inspiring employees to new levels of productivity.**

## **INTRODUCTION**

### **POLICY SUMMARY & PURPOSE**

We all share in the responsibility of sustaining a valued experience for those receiving our services and it is upon everyone to always act with integrity and openness. **LIC's** Code of Conduct outlines our expectations regarding employees' behaviour towards service-users, colleagues and the overall organization in alignment with, **LIC's 3 Core Values of Leading edge, Integrity and Client-centred approach**. It sets out the framework for raising, addressing and resolving concerns about individual/s behaviour for the effective operation of **LIC** and **promoting best work practice**, and **wellbeing of its service-users and Workforce**.

We expect all our employees, individually and collectively to follow our **code of conduct** by fostering a well-organized, respectful and collaborative working environment. Adherence to the Code of Conduct principles is all our responsibility, and we are each accountable for reporting non-compliant issues. Non-compliance could result into disciplinary action, including termination of employment or demotion. Any waivers of this Code must be approved by **LIC**.

### **SCOPE**

This policy applies to **all our Employees, Volunteers, Imams, Members of the LIC Board of Trustees, Service-users and contract/non-permanent workers** regardless of employment agreement, work contract or rank.

### **HEAD OF DEPARTMENTS' RESPONSIBILITY**

Head of departments are responsible for the application of the code of conduct in their work area. They must ensure this Code is adhered to by setting out a positive personal model of behaviour, maintaining conduct of the highest standard, so public confidence in their integrity is sustained. They should provide clarification where required, improve employee's

understanding, take appropriate action at the earliest opportunity, manage non-compliance with standards and promote equality in all that they do.

## **EVERYONE'S RESPONSIBILITY**

Everyone has a duty of care to ensure that their conduct does not fall below the standards detailed in the Code of Conduct. Nothing that we do, or omit to do, should harm the safety and wellbeing of our service-users and the reputation of **LIC**. The Code aims to give service-users the confidence that they will be treated with dignity, respect and compassion at all times.

**LIC** endorses the following **10 policy principles** which everyone must consider carefully and comply with fully **as it forms part of the terms and conditions of their employment or contract.**

- 1. Prioritize service-users**
- 2. Work effectively**
- 3. Punctuality**
- 4. No eating policy**
- 5. Respect in the workplace**
- 6. Out of hours conduct**
- 7. Unattended children policy**
- 8. Preserve work safety**
- 9. Promote professionalism and trust**
- 10. Conflict of interest**

## **POLICY PRINCIPLES**

### **1. PRIORITIZE SERVICE-USERS**

- 1.1 To achieve this, everyone is required to set and maintain the highest possible standards of service to the service-users; by making service delivery their main priority and working in their best interests, and that of LIC.

- 1.2 LIC exists for the benefit of the community, and is accountable to them; they are entitled to expect working conduct of the highest standard from each of us.
- 1.3 Everyone is accountable to the standard hence not meeting it must be unacceptable for everyone, especially to the heads of departments.
- 1.4 We are all accountable for our decisions and actions towards our service-users, and must succumb ourselves to whatever **scrutiny appropriate**.
- 1.5 We should honour our work commitments, agreements and arrangements by being reliable, dependable and trustworthy, whilst recognizing our abilities and limitations of our competence.
- 1.6 We must be able to justify and be accountable for our actions or our omissions seeking guidance from our line managers if need be.

## **2. WORK EFFECTIVELY**

- 2.1 We will achieve this by collaborating with each other in matters large and small, exercising professional scepticism, applying common sense, bringing the necessary skills and innovation to our work.
- 2.2 Speaking up to get things right is crucial to **LIC's** culture and our long-term results as, it helps us live up to our commitment to deliver high quality outcomes.
- 2.3 Our continued success is dependent on everyone delivering on their commitments and acting as if their own personal reputations was at stake.
- 2.4 Accurate and reliable records are and will always be prerequisites in meeting not only **LIC's** daily affairs, but also its legal and financial obligations.

- 2.5 **LIC's** financial accounts and records must therefore reflect in an accurate and timely manner all its business transactions. **Cash transactions must be avoided at all cost.**
- 2.6 Likewise, any financial transaction/dealings must be done with the knowledge of the **Centre Manager** and the **finance department.**
- 2.7 Employees responsible for accounting and recordkeeping must fully disclose and record all **LIC's** assets and liabilities; exercising diligence in enforcing these requirements.
- 2.8 **LIC's** funds and all other assets of **LIC** are and will always be purposed for **LIC** only and not for personal benefit.
- 2.9 Employees who have access to **LIC's** funds in any way or form must follow the prescribed procedures for recording, handling, and protecting money.
- 2.10 Employees must not make or engage in any false records or communications of any kind, whether internal or external.
- 2.11 When an employee's position requires spending **LIC's** funds or incurring any reimbursable personal expenses, that individual must use good judgment on behalf of **LIC** to ensure that good value is received for every expenditure.
- 2.12 **LIC** imposes strict standards to prevent fraud and dishonesty. If employees become aware of any evidence of fraud and dishonesty, they should immediately advise their **Line Manager** or **Centre Manager.**

### **3. PUNCTUALITY**

- 3.1 To achieve this, timely and regular attendance is an expectation of performance for everyone regardless of ranks.

- 3.2 To ensure adequate staffing, positive employee morale, and to meet and exceed expected productivity standards throughout **LIC**, employees will be held accountable for not adhering to their designated workplace schedule.
- 3.3 In the event an employee is unable to meet this expectation due to late arrivals, early departures, illness or work absences/lateness due to extenuating circumstances, he/she must notify their supervisor at the earliest of any unexpected schedule changes as lateness cause inconveniences; reflecting badly on **LIC**.
- 3.4 Departmental heads or managers have the discretion to evaluate and enforce disciplinary action on the following 2 circumstances; tardy and failure to clock-in or clock-out.
- 3.5 **Tardy in this instance refers to arriving past scheduled work time, leaving work early without supervisory approval or taking an extended break period without approval.**
- 3.6 **A missed clock in/out** includes failure to clock in/out on the designated time clock at the beginning and/or end of an assigned shift.

#### **4. NO EATING POLICY**

- 4.1 No eating policy applies to everyone whether employees, service-users (including **Tarteel** and **YMA pupils, Adult Classes, Counselling Sessions** and the entire community and their children) or visitors.
- 4.2 In order to maintain the cleanliness of **LIC**, and to further promote an environment conducive for spiritual, educational and social wellbeing, each of us is responsible no matter what position we hold.

- 4.3 It should be part of our commitment to health and safety, and our actions go a long way in showing our service-users that we have the attitude, work ethic and commitment to perform our respective duties in a clean environment.
- 4.4 **LIC has designated certain places where eating is not allowed.** These places are:
- **Brothers main prayer hall**
  - **Sisters main prayer hall**
  - **All Classrooms inside LIC premises**
  - **ICT and resource rooms**
- 4.5 **These areas are considered as non-eating areas; eating or drinking any kinds of foods be it snacks or lunch, sweets or chewing gums is not permitted.**
- 4.6 The potential for damage on **LIC's** carpets due to food spillage and chewing gums is imminent and already obvious.
- 4.7 Food morsels are an attraction for insects and rodents; currently incurring **LIC** unnecessary additional costs in curbing them.
- 4.8 Since we work in very close proximity with one another, our work areas are very difficult to keep clean and everyone is encouraged to help maintain the cleanliness of the centre.
- 4.9 **LIC** urges everyone to respect the strict **'no eating' policy in the designated areas** and take pride in maintaining **LIC's** resources for the benefit of everyone.
- 4.10 Currently the **only designated eating areas** are the **canteen** and the **youth club**.
- 4.11 Eating food in the LIC reception offices is only permitted on occasions when there is one employee on shift in the office and there is no one to cover, thus, security will be

breached due to leaving the office for a break. Cooked/pre-cooked and strong odour foods are not permitted.

## **5. RESPECT IN THE WORKPLACE**

- 5.1 To achieve this, **LIC** expects all employees to promote a positive workplace culture and environment by, treating others with respect and behaving in reasonable ways that do not cause offence to anyone.
- 5.2 The way employees behave at work directly affects the service provided, colleagues, work ambience, and the service-users' perception of **LIC**.
- 5.3 **LIC** expects all employees to promote a positive workplace culture and environment by treating others with respect, and behaving in reasonable ways that do not cause offence to anyone.
- 5.4 Treating others with a lack of respect and courtesy are potential breaches of **LIC's core values** and **Code of Conduct**; and will not be tolerated at **LIC**.
- 5.5 The serious consequences for employees found to have engaged in any form of inappropriate workplace behaviour during their employment includes, the likelihood of facing disciplinary procedures and actions.
- 5.6 Conflicts and misunderstanding will always be inevitable, but they can be easily resolved if there is respect in the workplace.
- 5.7 Undermining an individual through unfair work allocation or persistent unjustified criticism will not be tolerated at **LIC**.
- 5.8 **LIC** values meritocracy! We will not tolerate discrimination or harassment in our premises as we believe diversity in our service-users and workforce is an asset that enhances our creativity, innovation, and growth.

- 5.9 **LIC** does not condone these behaviours because they undermine the integrity of our relationships.
- 5.10 Our employees' and service-users' different cultures, backgrounds and experiences allow issues to be seen from varied perspectives, thereby enriching the decision-making processes.
- 5.11 We all have the duty of respecting the diverse characteristics we each bring to the table, even when our cultures or ideas may differ.
- 5.12 **LIC** expects everyone to keep interactions with each other professional and respectful.
- 5.13 Inappropriate interactions with each other makes the workplace unpleasant, humiliating or intimidating for the individual/s targeted by this behaviour; making effective and productive work accomplishment difficult.
- 5.14 We must all establish and maintain clear and appropriate professional boundaries in our relationships with our work colleagues and people who use our services at all times.
- 5.15 **LIC appeals to everyone to observe Islamic etiquettes of addressing opposite genders**, and avoid at all costs the usage of uncomfortable remarks or actions.
- 5.16 Where an employee believes they are being subjected to treatment which is in breach of this policy, they should seek to address it at the earliest possible stage by, making it clear to the person causing the offence that such behaviour is unacceptable to them. In many instances, this can be sufficient to bring an end to that behaviour.

- 5.17 **LIC** will respond promptly and sensitively to formal complaints, and where appropriate take disciplinary action.
- 5.18 **LIC** demonstrates this commitment by articulating frequently appropriate workplace behaviours, and by decisively addressing and resolving incidents of improper workplace behaviour that occur.
- 5.19 We should be sensitive to actions or behaviours that may be acceptable to one person but not to another.
- 5.20 Anyone found to have engaged in unacceptable behaviour can face serious consequences such as disciplinary action, including dismissal.
- 5.21 All employees should treat **LIC's** property, whether material or intangible, with utmost respect and care.
- 5.22 They should respect and maintain the confidentiality of personal information gained as an employee or volunteer.
- 5.23 Consent should be obtained from the person concerned before externally disclosing any personal information, unless legal process or contractual obligation provides otherwise.
- 5.24 Visitors and departmental offices must not be left unattended or unlocked respectively.
- 5.25 When on **LIC** property, employees should wear identification badges and request identification from others whom they do not recognize.

5.26 Most importantly, employees must immediately report all suspicious activity to their line manager.

## **6. OUT OF HOURS WORK CONDUCT**

6.1 Accessing the centre outside working hours without prior authorisation is totally prohibited.

6.2 No department is allowed to abuse their authority by individually accessing the centre outside their working hours or during **LIC's** closing times as this jeopardises the health and safety of **LIC**.

6.3 No staff may access **LIC** rear entrance unless they are either on duty or have secured prior approval from the Centre Coordinator due to working out of hours.

6.4 **If for any reason out of hours access is required, prior approval from the Centre Coordinator is essential to ensure incoming departments are informed.**

6.5 **LIC** reserves the right to limit out of hours access and will legitimately assert authority over any out of hours conduct that threatens its efficient operation and that of other departments.

6.6 Every department should keep within their designated timings and vacate the classrooms within reasonable timings to avoid clashing with other departments.

6.7 We all share in the responsibility for making sure that **LIC** offers a safe and open environment for everyone to thrive in.

6.8 We should all advocate for the maintenance and preservation of departmental displays by ensuring that young service-users of our respective departments or other service-users do not tamper with displays during out of hours work period.

- 6.9 All departments should do their utmost best to ensure that their working areas are left clean and tidy for the next department as; efficiency, productivity and morale are all directly affected by the hygiene levels of LIC.
- 6.10 Departments leaving their working areas clean are always perceived to be meticulous in their work approach by not only the service-users who visit **LIC**, but by the incoming staff/departments.
- 6.11 **LIC** appeals to everyone to take pride in their work by, translating it into leaving their work areas clean and tidy as; it also reflects on LIC as a whole.

## **7. UNATTENDED CHILDREN POLICY**

- 7.1 LIC's policy on unattended children asserts that all children under the age of 14 should be accompanied by an adult at all times.
- 7.2 Departments whose service-users comprise children are required to ensure that, children always stay within visual range.
- 7.3 They must not allow the children to be left unattended in classrooms, ICT room, hallways, main prayer areas, play ground or any common areas even if they are within visual range.
- 7.4 Departments will be held responsible for any vandalism or damage caused by children during and after out of work hours.
- 7.5 They will also be responsible for any injury incurred by any child left unattended during and after out of work hours.

- 7.6 Thus, it is essential that all children are handed over to their guardians or parents after out of work hours, to absolve and protect departments and **LIC** from any liability.
- 7.7 All employees are expected to adhere to **LIC's** policy on unattended children to avoid work disruptions, protect the welfare and safety of the children and maintain a professional working environment.

## **8. PRESERVE WORK SAFETY**

- 8.1 **LIC** takes reasonable steps to ensure the health, safety and welfare of everyone at its premises.
- 8.2 **LIC** fulfils this objective/responsibility by providing a safe and healthy work environment, identifying and controlling workplace health and safety risks and consulting with departments on matters that affect their health, safety and welfare.
- 8.3 It is imperative that everyone meets their health and safety obligations by ensuring that work areas are safe for incoming departments to use.
- 8.4 All electrical equipment including computers, ACs, electrical heaters, projectors and not to mention lights should be turned off by the respective department after working hours.
- 8.5 All departments are responsible in ensuring that security is in place at all times by ensuring the back entrances are secured, all internal doors, windows and unused rooms are locked upon departure.
- 8.6 Departments must report potential workplace hazards, work-related injuries and participate in **LIC's** workplace consultations regarding health and safety matters.

## 9. PROMOTE PROFESSIONALISM AND TRUST

- 9.1 To achieve this, everyone must always uphold the reputation and trust of LIC.
- 9.2 It is highly recommended that employees keep **LIC** related social media accounts separate from personal accounts.
- 9.3 If employees publish contents after work hours that involves work or subjects associated with **LIC**, a disclaimer should be used as **LIC** would not be held liable for any repercussions the employees' content may generate.
- 9.4 Employees must take care to separate their personal roles from their positions at **LIC** when communicating on matters not involving **LIC**.
- 9.5 When communicating publicly on matters that involve **LIC**, employees must not presume to speak for the Organization on any topic, unless they are certain that the views they express are those of **LIC**, and it is **LIC's** desire that such views be publicly disseminated.
- 9.6 When dealing with anyone outside, including public officials, employees must take care not to compromise the integrity or damage the reputation of either **LIC, any individual, organisation, or government body**.
- 9.7 We should always stay objective and have clear professional boundaries at all times with people under our care.
- 9.8 We should not impose or express our personal beliefs (including political, religious or moral beliefs) to people in an inappropriate way by, acting as role models of professional behaviour.

## 10. CONFLICT OF INTEREST

- 10.1 The professional relationship between an employee and service-users is vital to LIC's advancement.
- 10.2 **LIC** believes that all service-users are entitled to equal treatment hence a personal relationship between an employee and a service-user or colleague may jeopardize or be perceived as jeopardizing that treatment leading to conflict of interest.
- 10.3 **Trustees, Imams, Senior staff and Head volunteers** are therefore strongly advised not to use their position for personal benefits by; entering into **personal** relationships i.e. **marriage** with service-users or colleagues with whom they have a **professional** relationship.
- 10.4 **Other staff** and **volunteers** are also advised not to abuse their positions by forming personal relationship with each other or with service users whilst working or volunteering unless it is sought through the Imam or done externally
- 10.5 Conflict of interest may also arise when a person participates in a decision about a matter including any contract or arrangement of employment which may benefit that person because of his/her direct association with a department at **LIC** or using **LIC** property for their personal benefit.
- 10.6 In the event that such a matter arises, the person shall formally disclose the interest, refrain from attempting to persuade or influence other persons participating in the decision, and shall not cast any vote on the matter.
- 10.7 It is the duty of any person taking part in the operations of any department at **LIC** to adhere to the Conflict of Interest Policy at all times.

## CONCLUSION

We rely on one another's good judgment to uphold a high standard of integrity for ourselves and our **Centre**. We expect **all employees** from **all the departments including their volunteers and visitors, board of trustees** and **their members** and **contractors** to be guided by both our **3 core values** and the spirit our **Code of Conduct**.

**LIC** expects everyone will perform their duties conscientiously, honestly, and in accordance with the best interests of the **service-users** and the **Centre**. No one should use their positions or knowledge gained as a result of their **role** for private or personal advantage. Regardless of the circumstances, if employees sense that a course of action they have pursued, or are presently pursuing, or are contemplating pursuing may involve them in a conflict of interest, they should immediately communicate all the facts to their **Line manager** or **Centre Coordinator**.

Strict observance of the **Code of Conduct** is fundamental to the activity and reputation of the **LIC**. This code of conduct has been drawn up to provide a source of guidance and is not a contractual document and can be amended at any time by **LIC**. All staff must comply with both the provisions of this code and the **Centre's policies** and **procedures** breaches of which, will be taken seriously, and may result in disciplinary action up to and including dismissal.

## **DISCIPLINARY ACTION**

LIC may have to take disciplinary action against anyone who repeatedly or intentionally fails to follow our **code of conduct**. Disciplinary actions will vary depending on the violation.

### **Possible consequences include:**

- 1. Demotion.**
- 2. Reprimand.**
- 3. Suspension or termination for more serious offenses.**
- 4. Detraction of benefits for a definite or indefinite time.**
- 5. We may take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.**