



TechResort's General Code of Conduct

TechResort welcomes lots of different people, in different roles, into our organisation but the Code of Conduct is the same for everyone. It also applies when we meet people in person or by digital means.

As a guest, a volunteer or a worker, you can anticipate the following from us:

- A warm welcome and possibly even a nice cuppa
- A chance to join in various activities from learning to use a computer for the first time, to making robots, to learning computer programming.
- Access to special equipment, computers, and a space in which to explore your chosen subject.
- A chance to work with and chat to people with experience and enthusiasm in a variety of subjects. Friendly geeks, you might say.
- People who are keen to help you learn the things you want, or need to learn.

In return, we only require of you that you:

- treat the equipment, the space, and everyone there with respect.
- make sure you understand and follow our safety instructions and guidelines.
- participate in sessions as much as you're able and that you share your enthusiasm with others.

In the interests of legality, safety and everyone's enjoyment, we reserve the right to refuse to host anyone who doesn't behave appropriately.

The next few pages here cover a few specific topics in a bit more detail.



Acceptable Use of TechResort Building and Equipment v3.0

We like to keep things simple and easy to understand.

Anyone using any of TechResort's facilities must do so in line with the following principles:

- We want to encourage as wide a range of people as we can to enjoy TechResort – it's everyone's responsibility to make everyone feel wanted and welcomed.
- Where resources are limited (including broadband bandwidth) please share nicely.
- Remember that many of TechResort's visitors will be young people or vulnerable adults – please ensure you behave appropriately to whoever is around.
- Our broadband connection is freely available to use by anyone using the building but you must not use it to deliberately upload or download any content that would be considered objectionable or illegal. This includes, but is not limited to: sending spam emails; downloading pornographic material; contemplating, planning, carrying out illegal activities, etc
- Guests may use the electricity supply to charge/recharge their personal devices (such as laptops, tablets and phones) within reason.
- We want to encourage everyone to enjoy TechResort's facilities without fear of harassment. We will not tolerate bullying or abuse by anyone towards anyone else, whether in person or remotely, for whatever reason. End of.
- We love debate and engagement and we love it happening on line, in person and by email. But, please keep it polite and fair – no personal attacks, no sniping, please.
- Please don't use the trade name TechResort, or any of TechResort's assets (physical or digital) in publicity or promotional material without permission of one of the TechResort directors, first.
- We don't operate a global ban on people taking photos in our space. We think it's great that everyone wants to remember great sessions and share the word wider. We often take photos in sessions because we know our clients are brilliant and we want to encourage others to come and develop their talent. We tend to use our photos on our social media streams and sometimes in printed media like banners, posters and flyers.

For any photos, especially of children, we suggest everyone follows the following guidelines:

- Ask first – whether adult or child their opinion is the most important.
- If the person doesn't want their picture taken, don't take it. If you've already taken it delete it.
- If a child or parent/carer would like a copy of the photo of them/their child – share the photo with them freely.
- Don't publish photos that have children's name badges visible – we can help you process a photo to remove identifiers.
- Any parent or carer is welcome to ask for a picture to be removed from digital or physical media – no explanation is required, just a request.



Equal Opportunities

TechResort firmly believes that the best results come from including all sorts of people in our work.

In practice this will mean that:

- when we recruit staff and volunteers we'll do so based on their qualifications, skills, experience and ability to work well in TechResort. Attributes such as age, ethnicity, skin colour, gender, gender identity, religion and sexual orientation have no part to play here.
- we reserve the right to prioritise opportunities in employment and volunteering for people who are most at risk of reduced life-chances. For any position, we may also prioritise young people with whom we already have a connection by way of session attendance, work experience with us or volunteering. However, being suitable for the position is the overriding priority.
- wherever it's possible, we would like people who have physical or cognitive challenges to be able to join in and enjoy our sessions and events including becoming volunteers and workers

Our HQ is broadly accessible and staff and volunteers are more than happy to make sure that activities can take place on the ground floor if needs be.

We're very happy to help anyone of any ability try as many activities as possible, within reason, of course.

- from time to time we may design events specifically for a particular clientele – possibly because they are under-represented in the creative, digital and IT community; possibly because they have particular or specialist needs; or just because an organization who work with that group of people have asked us for a specific session.

These sessions may well have inclusion restricted to the target group

Anyone is free to ask us to provide specific sessions and we'll always do what we can to accommodate it.

- we respect everyone's right to have political, religious and ethical opinions but we ask our staff, our volunteers and our guests not to make others feel uncomfortable for holding different views to them.

TechResort CIC, as an organization is not religious or political.



Privacy and Data Protection

We keep limited information about the individuals we work with.

- Booking details via our booking website and payment details (where appropriate) via our payment processing organisations (Stripe, SumUp, PayPal etc). We never keep payment card details. These are used only by the payment processors.
- Records of attendees' basic details, including emergency contact telephone numbers. These are on a combination of electronic records and paper records to ensure important information is to hand, especially in an emergency.
- We are required to provide information about attendees to funders but the details will be anonymised wherever possible and will never be used for purposes other than assessment of our success in delivering a funded project.
- All electronic records are kept securely on computers with access controls. Paper records are destroyed by cross-cut shredding as soon as they are no longer needed – typically at the end of a term. Electronic records are held for longer as evidence of the range of attendees we work with.
- Occasionally we will be made aware, or observe, that a client may have additional needs: for example, many of the people we see are neuro-diverse (Autism spectrum, ADHD, Dyslexia, Dyspraxia, etc). We do not record this information in our formal records but we'll make session leaders and some assistants aware to ensure that they are well supported in a session.
- If you would ever like to know what information we hold about you or your child, please feel free to contact us: hello@techresort.org

How do we use the information?

- To keep previous attendees informed about future workshops they might like to attend. This is via our mailing software platform – Mailchimp. Every email sent in this way has an unsubscribe link. Once removed, we never add the email again unless a further booking is made.
- To be able to demonstrate a continued need for free/low cost workshops in digital skills for people but information we share is at a high level, and anonymised.
- To contact clients for feedback about services we offer.
- Sometimes we give general information about the range of clients we see to funders but this is only ever at a high level and is usually in the format "...we typically experience n% of attendees to be..."

We don't use your data for anything else, or pass it onto others.



Health and Safety

TechResort takes the safety of its staff, volunteers and guests very seriously, taking all reasonable steps to make sure activities and events are not marred by preventable accidents and injuries.

Nevertheless, not all the activities we carry out are completely without risk – nor are they intended to be.

We carry out risk assessments for our workshops and take proportionate actions to minimize risks. Anyone is welcome to look at our risk assessments and associated documents.

Some activities are a little more hazardous than others but we think it's very important to give people, including young people, the chance to learn skills and not be too frightened to try something new.

We will, from time to time, use tools like screwdrivers, spanners, sockets, hammers, soldering irons, drills, hot glue guns and craft knives together with materials like glues and paints. Here are some examples of the sorts of precautions we'll take when doing these sorts of activity:

- assess the appropriate, youngest age, that the activity is suitable for.
- ensure everyone gets appropriate instruction on safe use of tools and materials before they attempt to use them.
- supervise activities as required and be willing to bring the activity to a halt in the event of inappropriate behaviour.
- ensure that the workspace for the activity is appropriate, and not too crowded
- ask for under 16 year olds to have parental permission before starting
- have safety equipment (fire extinguishers and first aid kits, etc) readily on hand.
- Be available to take over an activity on request in order for a guest to complete a project (for example completing the soldering of a circuit if necessary).

Ultimately, we can't completely eradicate all risk from what we're doing – and if, as a parent or carer, this worries you too much then it's probably best that your child doesn't attend sessions you consider to be too risky. But do talk to us before you take that step and perhaps we can help to allay your fears.

Whilst enjoying one of our sessions, we ask all guests to keep an eye on their own bags, coats, etc and not leave them in walkways, and to generally behave with an eye to the safety of everyone in the building.

TechResort staff and volunteers are required to take particular responsibility, in public sessions, for helping to keep everyone safe.

Any safety concerns should be immediately reported to liz@techresort.org or another member of the board.



Safeguarding

Many of TechResort's guests will be under 16 or might be considered vulnerable adults. Like all organizations with this sort of clientele, we have some sensible precautions in place to ensure the safety and enjoyment of everyone.

We have a full safeguarding policy that you are welcome to see – please just ask a member of staff.

In essence we take the following precautions and ask that everyone helps us to keep everyone safe:

- Our chief safeguarding officer is Liz Crew and her deputy is Will Callaghan. Liz is also the operations director. If you are ever concerned about anything, you are welcome to contact either of them and they'll be happy to discuss any of your concerns:

Liz@techresort.org
Will@techresort.org

All our regular session leaders are subject to DBS checking. You can tell who the designated adult in the room is because they'll be wearing a green TechResort lanyard with their badge.

- All session staff and volunteers will wear a name badge during sessions – so you know who we are.
- We don't ban our staff and volunteers from engaging our guests in social media dialogue, but we do discuss guidelines about what might and might not be appropriate.

When our staff and volunteers use their own social media accounts, they are doing so on their own behalf not on behalf of TechResort CIC – even if they mention us.

We ensure that the staff who have access to TechResort social media accounts have appropriate skills to do so.

- We fully encourage parents/carers who want to stay with their children during a session to do so and we'd ask that everyone behave appropriately to the youngest child in the room.

If, as a parent/carer you'd rather leave the children to it – that's fine provided the child meets the youngest age criterion in for the session (as stated in the booking list/system).

Our HQ has some great cafes and restaurants nearby so you can go and enjoy a coffee whilst your children get on with the serious business of having fun.

We will ask for a mobile phone number to contact you in the unlikely event of any problems.



Sustainability

Operating in the most sustainable way we can is important to us, and we balance this with the needs of our clients to ensure they can get the help they need.

The principles we'll employ are:

- When we travel, use public transport wherever that's possible. If possible, choose virtual meetings over travelling.
- Our base is accessible via a wide range of public transport and active travel means. When we arrange events elsewhere we will prioritise non-car travel for attendees.
- Buying the best quality equipment we can afford and keep using it for as long as we can by repairing and upgrading where possible. When it's no longer useful for us, consider passing it on to others who may still be able to use it.
- Encouraging and training people to update their devices and run regular maintenance routines on them to keep them usable for as long as possible.
- Promoting the donation of old electronic devices to us so we can make them usable for clients without them.
- Ensure we include virtual services (file storage, backups, etc) when considering technology purchases whilst understanding that even virtual services can have quite a large environmental cost.
- Where it is possible and safe, keep old power supplies when the primary device has been disposed of with a view to keeping a device with a broken power supply working.
- Offering leftover consumables, packing materials, etc to local organisations who may be able to use them.
- Although electronic information is more sustainable than printed materials, we need to be aware that, because many of our clients are digitally excluded, some people will need printed materials in order to make good use of the information and advice we give them. Printing on-demand will reduce the waste and should be used wherever feasible.
- Taking steps to prevent electrical devices for being left on – such as power settings for computers, timer switches for heaters and fans, etc
- Using rechargeable battery technologies wherever possible.
- Using suitably licensed, local firms to dispose of any waste we have, we have separate collections for WEEE waste, general recycling and non-recyclable waste.



Fraud, Bribery and Corruption

It is TechResort's commitment to always operate fairly and transparently as well as legally and will not tolerate fraud, bribery or corruption. Our commitment goes beyond the law, and encompasses our duty to act ethically. It extends to directors, staff, volunteers, work experience students and service-users (aka clients), and it's taken very seriously.

A few, non-exhaustive, examples of situations which could arise which would meet the definitions of Fraud, Bribery or Corruption:

- Being offered financial inducements to provide devices or data which we know, or strongly suspect, will be used for illegal activity. We reduce the likelihood of this by working with partner organisations who support people with income, housing, advice, medical services, etc. We also operate a first-come-first-served
- Knowingly allowing service users to use our equipment, space or infrastructure for illegal activity (this is also covered in the "Acceptable Use" section)
- Being offered money, or goods in order to provide enhanced services or support, or to allow "queue-jumping".
- Deliberately falsifying monitoring or evaluation data used for reporting to grant or contract funders, or as evidence of need for our services.

A few examples which are not fraud, bribery or corruption:

- A client making a cash or card donation to our organisation after receiving help, or to support our cause with no expectation of anything else. Such donations are welcomed and included explicitly in our accounts – whether received in cash, or electronic form.

People or organisations making donations cannot require anything in return from that donation.

- Clients, or parents of session attendees giving small-value gifts (chocolates, biscuits, other small tangible items) to a staff member, volunteer or work experience student directly to thank them for something they did personally.
- Giving a back-up or "emergency" repurposed phone or laptop to a client somewhat ahead of their place in the waiting list where a senior member of staff determines that there are extenuating circumstances. It must still be gifted to the client with "no strings attached".

If any member of TechResort, or service user suspects that any form of fraud, bribery or corruption is taking place, they should first talk a member of the senior ops team (Fiona, Tamsyn, Chris or Gary), or Liz to raise concerns. If this isn't possible, then it should be raised with Will Callaghan, the CEO (will@techresort.org)



The Right to Work and Modern Slavery

This section relates to the Modern Slavery Act 2015 and the wider consideration of exploitation as it relates to TechResort's work in the community.

TechResort only employs people who can demonstrate that they have the right to work in the UK. Most of our workers are employed on a part-time, casual basis but all are paid via the HMRC PAYE system. All employees will have access to payslips via our payroll system.

Salary payments are by bank transfer and we would normally expect this to be to a UK-based bank account, in the name, and with the home address of the person we are employing and for whom we have evidence of their identity and right to work. Where we receive a request to pay to a non-UK bank, and/or to an account not in the name of the individual we will make additional checks before making payments.

We occasionally secure the services of self-employed contractors. When selecting a contractor we will seek such evidence as we think is necessary to ensure that they have the right to work in the UK and that they are not subject to any form of coercion. We will also only make payments by electronic transfer to a UK bank unless we have additional evidence.

Our work with disadvantaged members of our community may bring us into contact with people who are victims of slavery, exploitation or trafficking. If we believe this may be the case, please talk to a member of the senior team (Fiona, Tamsyn, Gary, Chris), or to Will (CEO) or Liz (COO).

For adults who may be considered vulnerable, or "at risk" please use safeguarding guidelines. In addition, we can make reports to the "Unseen" website (<https://www.modernslaveryhelpline.org/report>)



Concerns and Problems (including Whistleblowing)

Everyone at TechResort does their utmost to ensure that everything we do is well-planned, appropriately structured, and professionally implemented – no matter how novel or unusual it is.

As a company our aim is to run the organisation not only within legal requirements but aiming for best practice at all times.

We also know that we won't always get everything right.

Clients

As a client, or parent/carer of a client you can raise concerns with us in the following ways:

- At the time with the TechResort staff member in charge of the session
- At any time by email to our general email address (hello@techresort.org) which is monitored by staff.
- By email directly to Liz Crew who is responsible for day to day operations. liz@techresort.org
- If you're unsatisfied by the way your concerns have been dealt with, you're welcome to bring it up with the board of directors via our CEO, Will Callaghan (will@techresort.org) or our other directors: Nick Turton (Nick@techresort.org) or Dave Mann (DavidM@techresort.org)

Staff & Volunteers

As a (current or past) member of staff, volunteer or work experience candidate you can raise any concerns in the same way as clients.

In addition, and in line with "whistleblowing" legislation, if the problem is not confined to a matter personal to you and relates to any of the following:

- a criminal offence
- a breach of any legal obligation
- a miscarriage of justice
- endangering an individual's health and safety
- damaging the environment

or deliberate concealment of information about any of the above then you should first talk a member of the senior ops team (Fiona, Tamsyn, Chris or Gary), or Liz to raise your concerns. If you don't feel you can do that, then contact one of the other directors.

We will never treat you differently because you've raised a whistleblowing matter with us and we'll always investigate matters in full share our findings.

You can find out more about your rights here: <https://www.gov.uk/whistleblowing>

Along with other options for raising concerns if you don't feel able to talk to TechResort staff members.