

Xpact Mentor & Staff Code of Conduct

1. Introduction

At Xpact, we believe that all children, young people, and adults at risk deserve to feel safe, respected, and empowered — especially in digital spaces.

This Code of Conduct sets out the standards of behaviour expected of everyone working with or on behalf of Xpact. It protects our users, our staff, and the integrity of our work.

All mentors and staff must:

- Follow this Code at all times
- Model the behaviours we expect from young people
- Report any breaches or concerns without delay

2. Core Principles

We are committed to:

- Child-centred practice
- Safety and wellbeing above all
- Respect, dignity, and inclusion
- Transparency and accountability
- Professional boundaries

3. Conduct with Children, Young People & Adults at Risk

You Must:

- Treat every mentee with respect, fairness, and patience
- Listen actively and without judgement
- Use age-appropriate, inclusive, and respectful language
- Maintain clear, professional boundaries — both online and offline
- Encourage participation, not pressure it
- Dress appropriately on video (as if in a school/mentoring centre)

- Keep communication within approved channels/platforms
- Report any safeguarding concerns or inappropriate behaviour
- Respect confidentiality — but never promise to keep safeguarding concerns secret

You Must Not:

- Form private friendships or relationships with mentees
- Accept or request friend/follow requests on personal social media
- Share personal contact details or private social accounts
- Use sexual, suggestive, or discriminatory language or jokes
- Make physical contact (even online avatars/emotes) inappropriately
- Give or accept gifts from mentees (unless part of a structured programme)
- Arrange private meetings or games outside of approved sessions
- Dismiss or ignore disclosures of harm

4. Digital & Gaming Conduct

Use digital platforms responsibly and professionally:

- Only use pre-approved platforms and accounts for mentoring
- Record or log sessions if required by Expat policy
- Keep your gaming username/handle professional (no nicknames/slang)
- Follow safety and moderation rules on platforms

Never:

- Play violent, 18+ or age-inappropriate games with mentees
- Use voice chat to have off-topic, personal conversations
- Share screen content that could be inappropriate or offensive
- Allow sessions to continue if a mentee appears distressed or unsafe

5. Equality, Diversity & Inclusion

We expect all mentors and staff to:

- Champion diversity and inclusivity in all sessions

- Actively challenge stereotypes or prejudice
- Adapt mentoring styles for neurodiverse, disabled or minoritised mentees
- Never express or tolerate discriminatory views or behaviours

6. Confidentiality & Data Protection

You must:

- Only access and store information on secure, authorised systems
- Never share mentee details outside the service (unless safeguarding requires it)
- Follow Xpact's Data Protection & Privacy Policy at all times
- Report any data breaches or mishandling of information immediately

7. Reporting Concerns or Breaches

All staff and mentors have a duty to report:

- Safeguarding concerns (even if they seem minor or uncertain)
- Breaches of this Code (including your own mistakes)
- Unsafe or inappropriate behaviour by others

Concerns must be reported to the Designated Safeguarding Lead (DSL) or via Xpact's Whistleblowing Procedure. You will be protected under our safeguarding and whistleblowing policies.

8. Breach of Conduct

Breaching this Code of Conduct may result in:

- A formal warning
- Suspension from mentoring
- Termination of contract or partnership
- Referral to the DBS or regulatory body (where required)

9. Declaration

All mentors and staff must read, understand, and sign this Code before starting any mentoring activity.

Signed

Full Name

Date