

Wells Cathedral Standards and Code of Conduct

Basic Standards

The Chapter of Wells Cathedral (“the Cathedral”) is committed to working in a way that is consistent with the values we hold and expects that all clergy, staff, Committee members and volunteers do the same.

There are basic expectations of everyone in the Cathedral’s community and examples of these are listed below for transparency. On a day to day basis you are expected to:

- Arrive at the time agreed, fit and ready to work
- Devote your time, attention and abilities to your role during the working day
- Carry out your duties with diligence
- Treat property with due care
- Observe working rules and procedures in your place of work and comply with legislation
- Treat everyone with whom you come into contact with respect and courtesy
- Exercise discretion and right speaking appropriately and refrain from gossip or the propagation of hearsay
- Project a neat and business-like appearance in dress and tidiness
- Avoid doing anything that would bring the Cathedral into disrepute
- Only use equipment and resources provided for relevant Cathedral work
- Comply with any reasonable request made of you

Code of Conduct

However, values are so much more than these basic expectations and we have used the values to provide a code of conduct that guides what is meant by welcoming, caring and respectful in our context.

The code is by no means exhaustive and you can demonstrate the values in many other ways. If you think that we are missing something vital, please do talk about it with your team, your line manager or a member of Chapter as it is important that the code is a ‘living document’.

At Wells Cathedral, we are committed to our values and fostering an environment where everyone feels welcome, respected, and cared for. These key values guide our interactions and behaviours within our workplace community and externally. As representatives of Wells Cathedral, each individual plays a crucial role in upholding these values and maintaining a positive and inclusive environment for all. To promote and embrace these values, we have established a code of conduct. In accepting your appointment you undertake to discharge your duties and to regulate your conduct in accordance with the requirements of this code. The code sets out what is expected of you and what you can expect from Wells Cathedral.

We commit to reviewing this Code of Conduct regularly and not less than once a year.

I. Welcome

- We welcome and include all individuals, regardless of their background, identity, or beliefs, with warmth and openness.

- We greet visitors, colleagues, and guests with genuine kindness and a willingness to assist them to the best of our abilities.
- We embrace diversity and actively seek to create an inclusive atmosphere where everyone feels valued and accepted.

2. Respect

- We treat everyone with dignity, courtesy, and fairness, recognising the inherent worth and uniqueness of each person.
- We listen attentively to others, seeking to understand their perspectives and experiences without prejudice.
- We communicate respectfully, refraining from derogatory language, offensive jokes, which may cause offence or behaviours or actions that may cause harm or discomfort to others.
- We conduct ourselves with integrity, honesty, and professionalism in all aspects of our work, upholding the reputation and values of Wells Cathedral.
- We take responsibility for our actions and decisions, acknowledging the impact they may have on others and the reputation of Wells Cathedral.

3. Care

- We prioritise the well-being of our colleagues, visitors, and community members, demonstrating empathy, compassion, and support in all interactions.
- We maintain a safe and healthy environment by adhering to relevant policies and procedures, and by promptly addressing any concerns regarding health, safety, or well-being.
- We show care for our surroundings, preserving and respecting the historic and cultural significance of Wells Cathedral and its grounds.
- We handle confidential information responsibly and respect the privacy of individuals in accordance with relevant laws and guidelines.
- We support and celebrate the achievements of others, recognising that our collective efforts contribute to the success of Wells Cathedral.
- We address conflicts or disagreements in a constructive and respectful manner, seeking resolution through dialogue and mediation whenever possible.

By embracing this code of conduct, we demonstrate our commitment to creating a welcoming, respectful, and caring community at Wells Cathedral, where everyone can thrive and contribute to the enrichment of our shared heritage and mission. Thank you for committing to our shared values.

Policy owner	Dean
Approved by	Chapter
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