



Wells Cathedral Standards and Code of Conduct

1. 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 will uphold these standards and contribute to a safe, respectful, inclusive and welcoming environment.

Our Values:

We seek to live out our life together based on the following values:

Welcoming – to be welcoming – inspired by our Christian faith, learning and growing in faith and discipleship.

Caring – to be caring – serving our own community and the wider communities across the Diocese and County with compassion and love.

Respectful – to be respectful – treating others with respect and openness, acting with integrity and inspiring trust in all we do.

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.

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 and professionalism.
- Treat property, assets and surroundings 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 in speech and conduct and refrain from gossip or the propagation of hearsay.
- Project a neat and business-like appearance in dress and tidiness.
- Only use equipment and resources provided for relevant Cathedral work and use only for appropriate purposes.
- Comply with any reasonable request made of you by managers or supervisors.

2. Professional Conduct

We expect all members of staff and volunteers to demonstrate high standards of professionalism by:

- Acting honestly and responsibly at all times.
- Communicating courteously and constructively, even when under pressure and actively and positively engaging in Cathedral communication channels and meetings.
- Completing work to agreed standards and deadlines wherever possible.
- Working collaboratively and supporting colleagues.
- Maintaining appropriate professional boundaries.
- Avoiding conflicts of interest and declaring them promptly if they do arise.
- Following Cathedral policies, procedures and management instructions.
- Treating all visitor and community members in ways that reflect the Cathedral's mission and public trust.
- Avoid doing anything, through behaviour or communication, that could bring the Cathedral into disrepute.

Professional conduct includes positive behaviours as well as avoiding misconduct, and applies equally to in-person, written and digital interactions.

We operate a strict zero-tolerance approach to:

- Discrimination based on any protected characteristic under the Equality Act 2010, including but not limited to:
 - Racist remarks, slurs, stereotypes or microaggressions, including offensive jokes, 'banter' or humour that may cause offence or create an uncomfortable environment.
 - Homophobic, biphobic, transphobic or other discriminatory comments.
 - Sexual harassment or unwelcome sexualised behaviour, including comments, jokes, gestures or sharing inappropriate material.
 - Harassment or bullying of any kind.
 - Aggressive, intimidating or coercive behaviour.
 - Demeaning, mocking or belittling language.

This includes behaviour based on perceived or associated protected characteristics, whether directed at an individual or a group.

Breaches of these expectations may result in disciplinary action, up to and including dismissal.

Any person representing Wells Cathedral including employees, Chapter and Committee members or volunteers, must not use Cathedral funds, property, information, influence or opportunities for personal gain or for the benefit of connected persons, unless expressly permitted by law, authorised in advance and in the best interests of the Cathedral. Any personal benefit arising from association with Wells Cathedral must be incidental, reasonable, transparent, and properly managed in accordance with the Cathedral's conflicts of interest policy and applicable charity law.

3. Use of Cathedral Residential Property

Wells Cathedral provides residential accommodation to some members of clergy and staff as part of their role. The Cathedral recognises that this accommodation is first and foremost an individual's private home. At the same time, Cathedral-owned property forms part of a wider working, worshipping, and public environment and carries particular responsibilities.

This section sets out expectations regarding conduct, use of property, and gatherings held within Cathedral residential accommodation

Those housed by the Cathedral are expected to:

- Treat Cathedral-owned residential property with care, respect, and consideration for neighbours, the wider Cathedral community, and the historic setting.
- Use the accommodation strictly in accordance with its intended residential purpose and the terms of any licence, tenancy, or housing agreement.
- Act in a manner consistent with the Cathedral's values and reputation, recognising that residence within Cathedral property may be perceived as closely connected to the Cathedral's public life.
- Ensure that behaviour within Cathedral housing does not create safeguarding risks, give rise to complaints, or bring the Cathedral into disrepute.

The Cathedral does not seek to regulate private life unduly, but must intervene where conduct raises concerns about safety, safeguarding, legality, or reputational risk.

It is recognised that residents may host visitors and gatherings in their homes. However, the nature and context of a gathering may mean it is considered work-related rather than purely private.

A gathering will normally be regarded as *work-related* where one or more of the following applies:

- It is organised, funded, or promoted as part of Cathedral business, ministry, or hospitality.
- Attendance is primarily connected to a person's role with the Cathedral (e.g. staff, clergy, volunteers, contractors, Chapter members, visiting professionals).
- There is a reasonable expectation, explicit or implicit, that attendance relates to work, professional relationships, or Cathedral activities.
- Cathedral resources (including funding, catering, staff time, or official communications) are used.
- The gathering takes place in connection with meetings, decision-making, pastoral activity, or events linked to Cathedral responsibilities.

Work-related gatherings are subject to the Cathedral's usual expectations regarding:

- Professional conduct
- Safeguarding
- Equality, dignity, and respect
- Alcohol use (where applicable)
- Health and safety
- Conflicts of interest

The host remains responsible for ensuring that these standards are met.

A gathering will normally be regarded as private where:

- It is social in nature and unrelated to Cathedral roles or responsibilities.
- Attendance is based on personal relationships rather than professional or volunteer roles.
- No Cathedral funds, resources, or authority are used.
- There is no reasonable expectation that attendance or participation is connected to work

4. Care

- We prioritise the well-being of our colleagues, visitors, and community members.
- 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 expect concerns to be raised promptly and through the relevant channels.
- 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.

5. Raising concerns

Concerns should be raised through the appropriate channels, such as:

- Your line manager or supervisor or Volunteer Services Manager
- HR Manager
- COO or CFO
- The CSA where it is a matter which is related to safeguarding
- The [Whistleblowing Policy](#) if appropriate.

The Cathedral is committed to treating all concerns seriously and investigating them fairly and promptly. No individual will be victimised or disadvantaged for raising a genuine concern. Confidentiality will be maintained as appropriate and wherever 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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