



CODE OF CONDUCT for directors, employees and contractors

Creative Futures (UK) is committed to ensuring the highest quality in both the delivery of its programmes (ie all its artistic, educational and charitable activity) and all areas of its governance, management and administration. We have a specific separate code of conduct for practitioners delivering our programmes.

The Code: basics

- All directors, employees and contractors must operate within the UK law at all times.
- Employees and contractors must never under any circumstances be under the influence of alcohol or drugs whilst engaged in work for Creative Futures.
- All directors, employees and contractors who have direct contact with children or vulnerable adults must hold a valid enhanced DBS certificate, and must submit a copy of the certificate, or its details, to the Creative Futures administration before activities take place.
- In the event that a director, employee or contractor requires a new DBS to be processed prior to a project starting, they will submit all necessary information to Creative Futures in order for the check to be undertaken.
- All directors, employees and contractors must notify Creative Futures of any past or pending convictions.
- All directors, employees and contractors must supply references upon request.

The Code: core values

- All directors, employees and contractors must demonstrate respect, tolerance, good manners, reliability, trustworthiness, positivity and fairness towards all those with whom Creative Futures comes into contact including clients, project participants, other employees, and volunteers.
- All directors, employees and contractors must take care never to undermine, disrespect or offend any clients, project participants, other employees or volunteers
- When working with children or vulnerable adults, directors, employees and contractors must always operate within the safeguarding guidelines and policy, as well as demonstrating the core values listed above.
- All directors, employees and contractors must demonstrate good practice by adhering to the company's Health and Safety, Equal Opportunities, Quality Management, and Safeguarding policies at all times (all are available on request and on the company website).

Creative Futures (UK) Limited

Company registered in England and Wales, No. 7578987 Registered Charity No. 1143459
Registered address: Office 9a, The Beethoven Centre, Third Avenue, London W10 4JL
Tel: 020 8964 2700 | hello@creativefuturesuk.com | www.creativefuturesuk.com



All directors and employees of Creative Futures will also adhere to the following policies:

Equality: All directors and employees must act in accordance with Creative Futures (UK) Ltd's Equal Opportunities Policy, as well as the equivalent policy of any partner organisation or client in the delivery of said project.

Conflict of interest: All directors and employees must declare any interests which conflict with delivery of any Creative Futures project, and the declaration must be registered by the company. Conflicts of interest will be raised at Board level, and may result in the employee or director involved being required to cease their involvement in the relevant project.

Relationships with Council staff and elected Members: All directors and employees must declare any relationships with Council staff or elected Members in any local authority in which Creative Futures is delivering its services, and the declaration must be registered by the company and minuted at a Board meeting. If any director, employee, or contractor of Creative Futures raises an allegation of misconduct regarding a Council official or elected Member in relation to the service being delivered or any other matter, it will be dealt with by the Creative Director of Creative Futures, or a director, raised at Board level as requiring updates until resolved, and raised with the contract holder or their superior.

Confidentiality: full details regarding the service being delivered, and contract between the Council and Creative Futures, will not be disclosed by Creative Futures directors, employees or contractors to any third parties without the prior consent of the client contract holder.

Media: directors, employees and contractors of Creative Futures shall not disclose to the media any details relating to its contracts with any client, including local authorities, without the prior permission and agreement of the client.

Gifts & Hospitality: details of any gift or hospitality conferred on a director, employee or contractor of Creative Futures by a Council officer or elected Member must be registered with Creative Futures and minuted at a Board meeting.

Conflict resolution

In the event of a disagreement arising between a director, employee or contractor and any other party, the director, employee or contractor is first requested to try to resolve the situation themselves in a calm, respectful and polite fashion. If an issue remains unresolved, the director, employee or contractor is required to refer the matter promptly to the designated Manager within Creative Futures who will take necessary steps to resolve the matter.

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In the event that an employee or contractor is unhappy about any aspect of a project, whether in relation to the activities required, those taking part, its planning or management or any other aspect, they are requested to raise this with the designated Manager at the earliest opportunity so that the issues can be resolved through constructive discussion.

Accepting this Code of Conduct

By accepting the terms of engagement with Creative Futures as a director, employee or contractor, for example by agreeing to take on paid or voluntary work for Creative Futures in any capacity, you are agreeing to the terms of this Code of Conduct.

Enforcement of the Code of Conduct

Responsibility for the enforcement of this Code of Conduct lies initially with the Creative Director, and ultimately with the Board of Trustees.

Failure to comply with the Code of Conduct could lead to disciplinary action and/or to:

- The immediate removal of a director, employee or contractor from a project, or a specific area of responsibility
- Dismissal of the employee or contractor from their post

This policy was reviewed at the AGM on 02.12.2025.

Code of Conduct Officer: Julian Knight, Creative Director

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