

Code of Conduct for Lady Grace Boat Trips

When I am in command of Lady Grace Boat Trips, I intend to deliver a high quality service, care and support to my clients.

Following the guidance set out in this Code of Conduct will give my clients the reassurance that I am providing a safe and compassionate service of a high standard. This Code will also tell the public and people who use Lady Grace Boat Trip's services exactly what they should expect from me.

As the skipper of Lady Grace Boat Trip's I must:

1. Be accountable by making sure I can answer for my actions or omissions.
2. Ensure the delivery of high quality, safe and compassionate service.
3. Communicate in an open, and effective way to promote the services, safety and wellbeing of people who use Lady Grace Boat Trip's.
4. Strive to improve the quality of services and safety through continuing professional development.
5. Uphold and promote equality, diversity and inclusion.
6. Always carry the appropriate safety equipment required by licensing standards.
7. Ensure the vessel adheres to all safety and licensing protocols at all times.

Purpose: This Code is based on the principles of protecting the public by promoting best practice. It will ensure that I am 'working to standard', providing high quality, compassionate services.

The Code describes the standards of conduct, behaviour and attitude that the public and people who use Lady Grace Boat Trip's should expect. I am responsible for, and have a duty of care to ensure that my conduct does not fall below the standards detailed in the Code. Nothing that I do, or omit to do, should harm the safety and wellbeing of people who use Lady Grace Boat Trip's.

How does the Code help me, owner of Lady Grace Boat Trips?

It provides a set of clear standards, so I:

- can be sure of the standards I am expected to meet.
- can know whether I am working to these standards, or if I need to change the way I am working.
- can identify areas for continuing professional development.
- can fulfil the requirements of my role, behave correctly and do the right thing at all times. This is essential to protect people who use Lady Grace Boat Trip's, the public and others from harm.

How does this Code help people who use Lady Grace Boat Trip's and members of the public?

The Code helps the public and those who use Lady Grace Boat Trip's to understand what standards they can expect of me. The Code aims to give people who use Lady Grace Boat Trip's the confidence that they will receive the highest level of services in accordance with safety procedures.