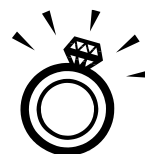


## Code of Conduct

As a Language Service Professional you are used as a tool for communication only and should be seen as such. Your appearance and behaviour should not affect anyone's opinion of the deaf client you are assisting; you are background support and as such should blend with your environment. Language service professionals in the employment of Deaf Umbrella have a responsibility to conduct themselves in the following manner;

- ✓ Smart business style clothing should be the norm for any assignment we give you.
  - Wear dark colours. Clothing must be loose enough to allow movement and well laundered
  - **Skirts** must be on or below the knee and trousers must be full length.
  - Shirts blouses or t-shirts must be plain and cover your arms. Similarly they should not be low cut or see through.
- ✓ Personal hygiene is paramount- If you are a smoker think about odours from smoking on your clothes or breath. You may be in close proximity to others.
- ✓ Hair should be clean and well groomed- Long hair must be off the face and beards must be short and well kept so as to maintain a clear visual of your face.
- ✓ Jewellery must be kept to a minimum
- ✓ Ensure your hands are clean, and free from oil, paint or unusual adornments.
- ✓ Consider the size or type of bag you take with you- The one issued from us will suit most assignment needs.
- ✓ Treat all colleagues and customers/clients with respect.
- ✓ Introduce yourself to reception and security staff and always wear your Deaf Umbrella ID pass.
- ✓ Comply with health and safety policies of and take all reasonable steps to ensure your safety and the safety of any others.
- ✓ Explain to the client the communication or note taking process
- ✓ Accept instruction and supervision of the assigned manager during assignment.



**Be organised – smooth the path of your working day!**

Deaf Umbrella Ltd. [www.deafumbrella.com](http://www.deafumbrella.com)

A company registered in England under no. 08719323





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- ✓ Inform Deaf Umbrella, without delay, if you are unable to attend an assignment. Text or call 07786965998
- ✓ To contribute to your own learning and development.
- ✓ Be impartial and unbiased
- ✓ Protect the privacy of clients at all times by processing documentation appropriately and abiding by your professions code of ethics.
- ✓ Promptly return a timesheet, signed by the client to Deaf Umbrella



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