



PiCC[®]
UNITED

Code of Conduct

Behaviour and Values

PiCC: Patient involvement
Collaboration Community



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Building a community

Through living our values

Living by our values is important because it ensures that people can trust that we will act according to our principles and rely on our behaviours and approaches to situations. Common PiCC United values underpin all community member behaviours and decisions, regardless of the situation and the role individuals may have (e.g. community member, advocate, project leader, board, etc).

Values define our culture and ensure that we can have confidence in the decisions we make and take pride in the work we do.



Welcoming diversity.

Welcoming partnership.

Welcoming people into a world where their voice matters and their passion for positive change can thrive.

Working with respect

Everyone within PiCC United is expected to treat others with respect. For leaders of a project this will go a step further. The leader of a project needs to ensure that the project is delivered in compliance with the relevant codes and guidelines (e.g. codes for patient engagement in Spain if the project is being run in Spain). To ensure this, they must either:

- ❖ Have awareness of relevant international and local ethical and patient involvement/engagement codes and requirements, or
- ❖ Have access to support that can advise project leaders on appropriate action.

These codes and guidelines help to ensure high-quality, respectful, and impactful patient involvement and research, e.g. by maintaining patients' independence and avoidance of conflict of interest.

If you have any questions, or if you are a patient leader of a project and require extra help for identifying which codes and guidelines are relevant and how to meet them, contact Natalie at nsw@piccunited.org.



Our Core Values



Compassion:

Being relatable, respectful, welcoming, and have a human-centric approach.



Collaboration:

Finding unity, learning from differences.
Being open-minded, welcoming, inclusive, and collaborative.



Social Responsibility:

Commitment to improvement for all.



Excellence:

Innovative problem solving. Maintaining a consistent, high-quality standard in all projects.



Transparency:

Working in clear, open, and honest ways.



Behavioural Expectations

Respect

Treat all members, partners, and stakeholders with respect and dignity.

Communication

Maintain clear and honest communication. Listen actively and avoid interrupting.



Professionalism

Demonstrate professionalism in all interactions and projects – valuing opinions that are different to your own and collaborating for success.

Reciprocity


Recognising that everyone should get something from working together. Recognising everyone has a role to play and that actions and discussions should be at least two-way.





Diversity and Inclusion

Welcoming a diversity of perspectives and experiences is essential for improving our understanding of challenges and finding ways to solve them. It is vitally important that people with relevant experience of living with a condition are heard during the design and development of a new medicine, medical device, or healthcare pathway.

For this to occur, three things need to be focussed on in all activities:

 **Acceptance:** Be inclusive and respect diversity in all forms, including but not limited to gender, race, age, religion, sexual orientation, and physical abilities.

 **Equality:** Ensure equal opportunities for all members and partners.

 **Accessibility:** A single approach is unlikely to work for everyone – whether it is for being able to join an activity, or whether there are any specific needs to ensure people feel safe and respected whilst doing so.

Wherever possible, listen and try to adapt the approach so that people with relevant experience can take part.



Ownership and sharing

We expect everybody to respect licences, copyrights and patents of all materials – whether they are from PiCC United or external sources. Please get the correct permissions, acknowledge others' contributions and where materials were from.

For PiCC United, part of being transparent and living our values is being clear about ownership of PiCC United 'stuff'. This has been outlined for you below.

Logo: The logo, logo parts, name, and branding of PiCC United are registered and cannot be reproduced without permission. We want PiCC United to be shared and so please get in touch either with a member of the board or via the 'Contact Us' page on the website to ask.



Materials and Intellectual Property: As MediPaCe as a proxy and host for PiCC United, the standard approach will be for MediPaCe to own all PiCC United related materials and Intellectual property. These will then be:



Released into the public domain. For example, publishing a scientific paper. Anything published like this cannot be protected by intellectual property and ownership is effectively meaningless; or



Released under a Creative Commons (CC) licence. The default will be to use a 'CC BY' licence as this allows people to share, reuse, adapt, build on the materials in any way they like as long as credit for creating the original is clearly stated as PiCC United.





Reporting Concerns

People should expect to enjoy a positive and supportive social environment. Community and project-related psychosocial hazards are not tolerated, including harassment, violence, or bullying.

Everyone is encouraged to report any concerns or violations of this code of conduct without fear of retaliation.

All reported issues will be treated with confidence, documented for monitoring and measuring purposes and reviewed by the board for potential process improvement. They will not be published in PiCC United's annual report or other public-facing information.

How to report a concern



First level: Try to address the issue by speaking to the other person or people near you (including your project lead if the behaviour is occurring within an activity). If this doesn't work, or you do not feel comfortable doing this...



Second level: Email hello@piccunited.org or phone +45 3066 7377 to confidentially raise your concerns with the board.



Sanctions

Sanctions are the consequences someone may face if they violate the code of conduct. Before a sanction is put in place a fair and impartial investigation of all reported violations will be undertaken by a minimum of 2 representatives on the board (note: this is more than one person to help minimise unintentional personal opinions or biases affecting the outcome).

If sanctions are needed, the sanction selected will depend upon the severity of the incident, intent of the individual when the incident occurred, and how sustained the behaviour has become. The President, Chair, and Regulatory/Ethical leads on the board can decide sanctions, with whole Board input if required.

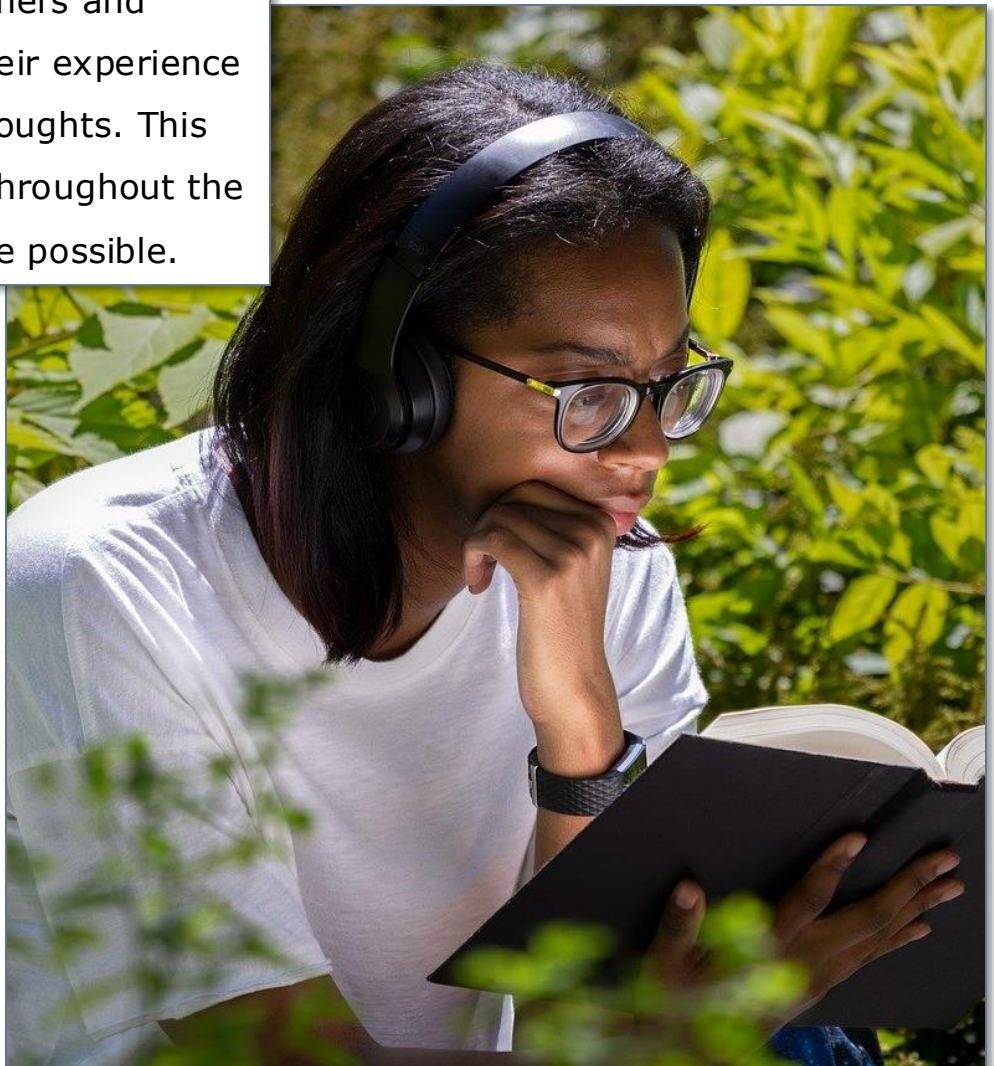
Sanctions will be shaped wherever possible to reflect the issue being addressed and support correct behaviour. Where serious these may include warnings, suspension, or termination of membership.



Monitoring and measuring

How behaviour will be monitored and measured

Feedback should be built into every project to enable partners and participants to reflect on their experience and openly share their thoughts. This feedback will be reviewed throughout the year and acted on where possible.



Document history

Version	Date	Description of changes
1.0	October 2024	Initial document