



Coulter Community Trust Code of Conduct

Date: 14/05/2024

1. Document history

| Date | Author | Summary of changes |
|------------|---------------|--------------------|
| 14/05/2024 | Roger Duerden | Initial version |

2. Purpose of the code

The purpose of this code of conduct is to set out standards of behaviour expected from our members. CCT is heavily reliant on public goodwill and support in order to operate. Our volunteers are the face and voice of the charity in the eyes of our stakeholders and the public. All CCT volunteers must comply with this code of conduct and should ensure that they have fully read and understood it.

3. The code

3.1. CCT members should maintain the highest standards of behaviour and professionalism in the performance of their duties by:

- Fulfilling their volunteer role to a satisfactory standard;
- Performing their volunteer duties to the best of their ability in a safe, efficient and competent way;
- Following the charity's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;

- Raising concerns about possible wrongdoing witnessed by them in the course of their role with CCT with a member of committee or a trustee;
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of CCT and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training they have received;
- Reporting any health and safety concerns;
- Directing any questions regarding CCT policies, procedures, support or supervision to a trustee or member of the management committee;
- Declaring any interests that may conflict with their role or the work of the charity (eg. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from the Chair;
- Keeping confidential matters confidential and respecting the requirements of data protection legislation;
- Exercising caution and care with any documents, material or devices, containing confidential information – and at the end of their involvement with CCT, returning any such documents and material in their possession;
- Seeking authorisation before communicating externally on behalf of CCT;
- Disclosing to the charity if they receive any criminal conviction whilst a member of CCT.

3.2. CCT members are expected not to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any personal gifts, rewards, benefits or hospitality in the course of their role without declaring them in line with the Gift and Hospitality Policy;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, discrimination or harassment);
- Be under the influence of drugs or excessive alcohol whilst on volunteering duty, or be affected by medication which will affect their ability to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of CCT, its members or trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them;
- Engage in illegal activity while carrying out their volunteering duties;
- Improperly disclose, during or after their involvement with CCT ends, confidential information gained in the course of their role with the charity.

- 3.3. Where a member is found to be in breach of the standards outlined in this code of conduct or any of CCT's other policies and procedures, this may result in action being taken against the member under the charity's Disciplinary Procedure.
- 3.4. Members acknowledge that no employment relationship is created in the context of their role with CCT.
- 3.5. CCT sets additional standards of behaviour for the charity's Trustees, and these are set out in the Trustees' Code of Conduct, which is available to all members on Teams.

4. Ownership and review

The Code of Conduct is owned by the Chair, who is responsible for updating it when required. The Board of Trustees shall review the contents of, and compliance with this policy periodically.

5. Notes and additional information

- 5.1. In the event that any element of this policy appears to conflict with the Constitution of Coulter Community Trust, the latter shall take precedence as the definitive document.
- 5.2. In this document, the term *member* refers to ordinary and associate members, and trustees of CCT.