**Code of Conduct**

*This template role description is for members* of *The Almshouse Association. It is a guide and does not constitute advice.*

To ensure that your experience as a Trustee is a positive and rewarding one, **name of charity** (the charity) believes having an effective Code of Conduct (the Code) is important.

As a trustee of the charity you are an ambassador and as such you should act professionally, helpfully and courteously at all times with everyone, whether this is to staff, volunteers, other trustees, contractors, residents or the public *(delete as appropriate).*

This code details what we expect of you and what the charity will do in return including the support that will be provided to you.

While you are a trustee, the charity will:

* work with you to ensure your health, safety, and welfare
* offer induction and training opportunities to do your role effectively with support and feedback
* value and respect you
* provide information about the charity including policies and procedures
* provide access to the support and guidance offered by The Almshouse Association
* reimburse agreed expenses
* strive to resolve any concerns fairly and reasonably, applying our complaints procedure when required
* respect and listen to your feedback, and keep you informed of any changes
* encourage a positive and supportive volunteering experience
* recognise your contribution.

While you are a trustee, the charity expects you to follow this Code and to act in the best interests of the charity:

**Commitment**

You will devote sufficient time preparing for and attending meetings, briefings and training, to ensure you add value to the charity and your own role. You will work in partnership with staff, volunteers, other trustees, contractors, residents, etc., *(delete as appropriate)* to make the charity a better place for our beneficiaries. You will meet agreed time commitments and give reasonable notice when you are not available so that alternative arrangements can be made.

**Integrity**

You are required to use your knowledge, expertise and experience to make the best decisions you can in the interests of the charity. All trustees are equally responsible for all decisions (of the board or committee) and you should promote and support the principles of good governance by leadership and setting an example. You must follow and operate within the charity’s governing document, policies and procedures. The charity’s staff, volunteers, other trustees, contractor time *(delete, add as appropriate)* and resources must be used prudently.

**Respect**

You must treat each other, staff, volunteers, other trustees, contractors, residents or the public *(delete as appropriate)* that youencounter when working in your role with respect and courtesy at all times, letting staff work unhindered.

**Conflicts of interest and personal benefit**

When identified, you must promptly declare any actual, potential or perceived conflict. You must:

* absent yourself from any discussion where there is any such conflict. All decisions are solely in terms of the charity’s interest
* not benefit from your position beyond what is allowed by the law and what is in the interests of the charity. You should not do so to gain financial or other material benefits for yourself, your family, or your friends.
* declare any gifts and hospitality received as a trustee of the charity.

**Health and Safety**

You must act safely and in the interests of the charity at all times, following the charity’s Health and Safety Policy, taking responsibility for your own Health and Safety.

**Confidentiality**

You must act as a positive ‘ambassador’ for the charityduring the course of your duties.

You must be aware of and respect the confidentiality of information including personal data on residents, staff, volunteers, trustees, contractors *(Delete as applicable).* It is expected that you understand the importance of treating this information discreetly. This includes:

* all documents and data held on a laptop/PC, USB, cloud or other storage device
* not disclosing information orally or in writing to unauthorised persons
* being aware of surroundings and not having private conversations in public
* understanding that disclosure of personal information cannot be without prior (written) consent of the person
* recognising that information cannot be disclosed after your trusteeship has ended
* handing back documents and material, when requested, in your possession to the charity.

**Openness and Accountability**

You must:

* be open, responsible and accountable for each other and others involved in the charity, with regards to decisions and actions, including the use of funds and acting within the law
* inform the Chair of Trustees *(CEO – amend as applicable)* if you are having any problems or if you have any complaints, concerns, or feedback
* avoid activities which might compromise the charity’s political neutrality
* disclose anything in your past which could damage the reputation of the charity, e.g. removal from any previous governance role or membership of organisations, including previous actions that may conflict with the aims, principles and values of the charity.

**Finally,** enjoy what you do!

**I have read and understand the above Trustees Code of Conduct. I agree to abide by the standards set in this code.**

**Signature**:

**Print name**:

**Date**: