Code of Conduct Policy 2026

Introduction
Hesketh Bank Community Centre (HBCC) seeks to provide a work environment in which all employees and volunteers provide a high standard of professional service to our centre users, employees, volunteers, partners and stakeholders.

Purpose
This policy has been developed to clearly set out the standards of conduct expected of them; what is not acceptable; what support is available for those who require it and what steps to take if you feel that you are not being treated fairly.

Representatives of HBCC will abide by the fundamental core values that underpin all activities provided within or by our centre.

Principles
Our 3 main core values are:

1. ***Accountability***

Everything we do here at HBCC will be undertaken with the upmost of best intentions to serve well our community and our centre users in line with guidelines from the Charity Commission, our members, stakeholders, funders and the local parish.

2. ***Integrity and honesty***

Are the hallmarks of our standards of conduct when dealing with internal and external service users, colleagues, partners and stakeholders at HBCC.

3. ***Transparency***

Our team strive to maintain an atmosphere of positivity, openness and inclusion throughout the centre to help promote confidence of our service users, partners, colleagues, stakeholders along with our charity regulators and parish.

All employees, volunteers, trustees, partners and stakeholders pledge to act within and abide by the scope of this policy and ensure that they:

- do not break the law or go against charity regulations in any respect.
- will support the objectives and mission of HBCC and act as their ambassador and champion.
- will develop and maintain an up-to-date knowledge of HBCC and its events and environment.
- will always strive to act in the best interests of HBCC as a whole and not as a representative of any other group, considering and acting upon what is best for HBCC and its strategic plans.
- will declare any conflict of interest, or any circumstance that might be viewed by others as a conflict of interest, as soon as it arises.

• will act upon the judgment and decision of the trust and comply with any requirements and decisions arising from potential conflicts of interest.
• will not break the law, go against charity regulations or act in disregard of organisational policies in relationships with fellow trustees, service users, colleagues, partners and stakeholders.
• will strive to establish respectful, professional and courteous relationships and act as an ambassador for HBCC.
• will not make public comments about the organisation unless authorised to do so.
• any public comments made about HBCC will be considered in line with organisational policy.
• when speaking as an ambassador of HBCC, comments will reflect current organisational policy.
• will respect organisational, board and individual confidentiality in line with GDPR and data protection requirements.

Personal gain
All Trustees, partners, employees, volunteers and stakeholders pledge:

• to not personally gain materially or financially from their role, unless specifically authorised to do so, nor will permit others to do so
• to use organisational resources responsibly, document expenses and seek reimbursement according to HBCC procedure.
• to not accept gifts or hospitality without the prior consent of the Trust.

Enhancing governance
All Trustees, partners, employees, volunteers and stakeholders will:

• participate in induction, training and development activities which are a required by HBCC.
• comply with organisational policies and procedures
• understand that a substantial breach of any part of HBCC's policies and procedures may result in disciplinary action.

If you need any further information, advice or guidance relation to this policy, please contact the Chairperson of the Board of Trustees

This policy will be reviewed on an annual basis, unless circumstances arise which require the policy to be reviewed earlier.

This policy has been approved for issue by the board of trustees of HBCC.

Policy dated: 01/10/2026

Policy review date: 30/09/2027