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Code of Conduct

This policy applies to all trustees, other volunteers, employees, contractors, and third-party representatives of Dudley Federation of Tenants and Residents Associations (DFTRA). Its requirements should be reflected in other policies and procedures, agreements and contracts, as necessary.

You Must

- Act with integrity and honesty.
- Ensure that you are aware of and comply with the organisation's policies.
- Undertake any necessary training for your role.
- Listen to and respect other staff, volunteers, beneficiaries and other stakeholders.
- Promote relationships that are based on openness, honesty, trust and respect.
- Treat everyone fairly and without prejudice or discrimination.
- Ensure language is appropriate and not offensive or discriminatory.
- Ensure all equipment is used safely and for its intended purpose.
- Challenge any unacceptable behaviour and report any breaches of this Code of Conduct or any concerns without delay to a trustee.
- Report any allegations/suspicions of abuse or fraud.
- Respect everyone's right to personal privacy and ensure that any personal information is kept secure and not disclosed.
- Volunteers are not obligated to work at specific times, but if you commit to doing something and are unable to, ensure that the organisation is made aware as soon as possible.

You Must Not

- Allow concerns or allegations to go unreported.
- Develop inappropriate relationships such as contact with children or vulnerable people that is not a part of the work of the Charity or agreed with the trustees.
- Share your personal contact details (mobile number, email or address) or have contact with a beneficiary or vulnerable person via a personal social media account.
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of anyone.
- Act in a way that can be perceived as threatening or intrusive.
- Make inappropriate promises to young or other vulnerable people, particularly in relation to confidentiality.

Agreed by the DFTRA board on: 17th June 2024.

Next review due by: July 2026.

Directors

**Martin Smith (Chairperson), Stan Chance (Vice Chairperson), Christine Phillips (Treasurer)
Elaine Lloyd, George McClay, John Doughty, Tony Brain**