

River Worth Friends

Conduct and Communications Policy

Purpose of this Policy

This policy lays out the requirements for Trustees and volunteers around their behaviour and communications with other organisations and individuals they come into contact with while working with River Worth Friends.

General Standards of Behaviour and Non-Discrimination

It is expected that everyone will conduct themselves in a way that does not reflect badly on River Worth Friends. Everyone should

- recognize the position of trust in which they have been placed;
- be respectful of others they come into contact with whilst working with River Worth Friends;
- follow good standards of behaviour at all times;
- observe the rules established for safety and security;
- ensure relationships they form with others are appropriate;
- follow the procedures following suspicion, disclosure or allegation of abuse.

Do

- set an example you would wish others to follow;
- treat all people equally irrespective of their race, religion, sexuality, gender, nationality, physical appearance or other individual characteristics;
- avoid inappropriate situations arising in respect of your relationship with others;
- encourage others to challenge any attitudes or behaviours they find offensive;
- avoid being drawn into inappropriate attention-seeking behaviour;
- think before you act - remember someone else might misinterpret your actions, no matter how well-intentioned.

Do not

- let abuse of anyone, including yourself, go unchallenged;
- engage in inappropriate behaviour or contact - physical, verbal, or sexual;
- make suggestive remarks or threats, even in fun;
- use inappropriate language when speaking, writing, phoning, emailing or posting.

Bullying and Harassment

River Worth Friends will not tolerate bullying or harassment.

Examples of bullying or harassing behaviour may include:

- Spreading malicious rumours, or insulting someone by word or behaviour
- Copying correspondence that is critical about someone to others who do not need to know
- Ridiculing or demeaning someone
- Exclusion or victimisation
- Unfair treatment
- Unwelcome sexual advances - touching, standing too close, or the display of offensive materials
- Making threats

Contact With People Under 18 and Vulnerable Adults

Contact should not be made with people under 18 or vulnerable adults who volunteer with us for any reason unrelated to their involvement. No social or non-volunteering related arrangements should be made with them, including interactions on social media.

Confidentiality

Sharing Information - All personal information a person gets as a result of their involvement with River Worth Friends should be kept confidential and only shared on a need to know basis. Personal information may include status, name, address, sexual orientation, religion, personal lifestyle, relationships and financial situation.

Overriding Confidentiality - There are circumstances where confidentiality is overridden when there is a public interest concern, particularly in respect of safeguarding issues.

Keeping Records - Anyone recording personal information should ensure the information is accurate and is recorded in line with the data protection section below

Data Protection

Everyone responsible for using personal data must make sure the information is:

- Used fairly, lawfully and transparently
- Limited to only what is necessary
- Used only for purposes relevant to River Worth Friends' activities
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary

- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.

Social Media Usage

Posts on River Worth Friends' social media accounts and website should only be made by people authorised by the Trustees.

Photographs of events etc. showing volunteers or members of the public should be carefully considered before posting. Photographs taken during public events may usually be regarded as acceptable. Close photographs of children should not be used without consent. Sometimes it may be appropriate to blur faces.

All posts should follow behaviour guidance in this document and not disclose personal information without permission.

We would expect the same standard of behaviour on personal social media accounts as we would for River Worth Friends' accounts.

No Political Campaigning

No posts or communication on behalf of River Worth Friends should express any support for a political party. They may address issues relevant to River Worth Friends' purposes but must follow Charity Commission guidance on this issue.

Declarations of Interest

If a situation arises that someone within River Worth Friends faces a circumstance where there may be a conflict of interest they should declare it as early as possible to the Chair of Trustees. From then on they should not take part in any discussions or decision making around that issue.

Bribery

No one should accept or ask for any favours (such as financial payments and gifts) in return for giving an organisation or person preferential treatment, in any way whatsoever.

Adopted by the Trustees on 23 September 2024.