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Signature:	Signed by:	Position:	Date:
	Linda Fugill	Operations Trustee	Feb 2022

1 Introduction

Wansbeck Valley Foodbank (WVFB) expects the highest ethical standards from officers, volunteers and employees, in carrying out its business.

This policy describes the principles by which WVFB expects to provide its services and provides officers, volunteers and employees, with guidance on the standards expected when providing services on behalf of the WVFB. Everyone should act honestly, fairly and with transparency. They should not act in a manner which could discredit themselves or WVFB, or put themselves in a position which may result in a conflict of interest. WVFB respects the rule of law and requires all officers, volunteers and employees, to conduct its business in a way that ensures compliance with the legislation and regulations that apply to WVFB and all its services.

2 Scope

This policy applies to all officers, volunteers and employees and anyone engaged by WVFB to carry out its services.

This Code forms part of an employees contract of employment and failure to comply with it may result in disciplinary action, which could include dismissal.

3 Principles and Consultation

The principles in this Code are intended to help guide officers, volunteers and employees, in the normal course of their work, but it is no substitute for common sense and proper internal consultation. If anyone actively involved in the operation of the Food Bank finds themselves in a situation where they are unsure of the right course of action to take, they may find it helpful to ask themselves the following questions:

- Is it legal?
- Is it ethical?
- Is it consistent with WVFB's policies and this Code of Conduct?
- Can I explain it to my family and friends?
- Would I feel comfortable if it appeared in a newspaper?

If anyone still finds that they do not know the right course of action to take, if they suspect someone else of acting contrary to this Code, or if they do not understand anything contained in this

Code, they should speak with their Line Manager. WVFB will not tolerate any retaliation or discrimination against anyone who has reported a concern in good faith.

4 Theft, Fraud and Bribery

A member of staff must not, directly or indirectly, authorise, offer, promise, pay or give a:

- Bribe: A bribe is a reward, advantage or benefit made in order to influence and/or secure an improper advantage. The amount of the bribe offered or paid is irrelevant and it need not actually be paid.
- Kickback: A kickback (e.g. the payment or receipt of a payment in return for securing a contract) is a form of bribe.
- Facilitating payment: A facilitating payment is a relatively small payment or gift to officers, volunteers and employees, made to expedite routine services or administrative actions to which the person/supplier would already be entitled. Such payments should not be made in any circumstances.
- Excessive hospitality: In some circumstances, excessive hospitality can be seen as either giving or receiving a bribe. Such hospitality can include gifts, entertainment, invitations to events or other social activities.

4.1 Fraud

All staff have a responsibility to be alert to the signs of fraud and to report suspected fraud. WVFB defines fraud as any intentional act committed to secure an unfair or unlawful gain. This includes:

- Fraudulent financial reporting (such as manipulation of financial donations, false warehouse stock levels, delaying or avoiding expenses).
- Misappropriation of assets (examples include fraudulent expense claims, burglary and property damage, misuse of client data).
- Theft.
- Bribery or corruption.
- Concealing a conflict of interest.

WVFB is committed to the prevention, detection and proper investigation of fraud. WVFB will respond to all incidents of fraud, seeking to recover loss, taking action against those who perpetrate fraud and reporting incidents to the authorities as appropriate. This may lead to prosecution or to disciplinary sanctions up to and including dismissal.

WVFB expect our business partners to uphold similar principles for fraud risk management.

5 Conflicts of Interest

WVFB officers, volunteers and employees, must avoid situations where personal interests could conflict, or appear to conflict, with WVFB's interests.

Conflicts of interest arise where a person's position or responsibilities within their business present an opportunity for personal gain above the normal rewards of employment.

- They can also arise where personal interests are inconsistent with those of the Food Bank or create conflicting loyalties in respect of transactions between the Food Bank and a third party.
- An officers, volunteers and employees must not be involved with an activity for personal gain which is in conflict with WVFB's interests. Any personal interests or the interests of a member of your immediate family in relation to WVFB's business must be disclosed to the Chair or a Trustee immediately.
- An officers, volunteers and employees should never place themselves in a position where their honesty and integrity may be questioned and avoid conflicts of interest between their private interests and their work for WVFB. Officers, volunteers and employees must make all decisions fairly, consistently and on merit, including when making appointments, awarding contracts, or recommending individuals for rewards, benefits or opportunities and ensure that they are recorded appropriately.

If officers, volunteers and employees is unsure as to whether a conflict of interest exists, they should seek advice from their manager. Accepting gifts, hospitality or entertainment may in some circumstances lead to an impairment of a person's judgement or independence.

6 Respect for Others

WVFB treats its clients, donors and suppliers fairly and with respect. WVFB expects the same standards of them as is expected from WVFB officers, volunteers and employees All staff must treat colleagues, donors, suppliers, clients and the public respectfully and with dignity. They must never discriminate against, harass or victimise any person. All officers, volunteers and employees have a responsibility to ensure that everyone supported by WVFB, particularly children, young people and vulnerable adults, are protected from harm, in accordance with the Safeguarding Policy.

6.1 Working with Managers

officers, volunteers and employees should follow all reasonable instructions given by their manager; or any other person with the authority to give them instructions at work, respecting their role - which means accepting that an officers, volunteers and employees may not always agree with such decisions.

Officers, volunteers and employees must report to their manager anything that impairs their ability to do their job.

Managers will: -

- treat officers, volunteers and employees fairly and with dignity and respect
- ensure that officers, volunteers and employees understand what is required of them at work and fairly and objectively appraise their performance;
- provide staff with training and development opportunities;
- recognise the need to balance life at work and away from work and be as flexible as possible in regard to this.

7 Dress and Appearance

All officers, volunteers and employees must present themselves in a way that inspires confidence in a professional service. Managers will set standards of dress based on the following principles:-

- There is flexibility for officers, volunteers and employees who work directly with clients, and where it is important to dress in a way that they can relate to;
- Clothing or jewellery worn for religious reasons is permitted, providing that it does not give rise to health and safety risks;
- Clothing provided for health and safety reasons must be worn

8 Dealing with the Press, Public Comments and use of Social Media

Any requests for information from journalists must be referred to the Chair. Employees/volunteers must not publish articles or views in print or on the internet about WVFB business without express permission from the Chair. When expressing personal views employees/volunteers must not appear to speak for or about the WVFB without permission.

Any social media use should be respectful to WVFB and to its employees, clients, services and associated partners. Usage should be relevant, protective of WVFB's reputation and should follow the letter and spirit of the law. When using social media officers, volunteers and employees must not disclose any confidential information and should also be mindful of protecting themselves and their own privacy.

9 Equality and Diversity

WVFB is committed to ensuring that it treats its officers, volunteers and employees fairly equitably and reasonably and that it does not discriminate against individuals or groups on the basis of their ethnic origin, physical or mental abilities, gender, age, religious beliefs or sexual orientation. This policy has been appropriately assessed.

10 Monitoring and Compliance

WVFB will maintain effective monitoring systems to ensure implementation of this policy, including the following:

Standard/Process/Issue	Monitoring and audit			
	Method:	By:	Reporting to:	Frequency:
Confirmation from officers, volunteers and employees that they have read and understood the code of conduct	All new staff informed at Induction and existing volunteers informed by email/post	Operations Trustee	Board of Trustees	As and when necessary
Breaches of the Code	Report on any breaches	Chair	Board of Trustees	As and when necessary