



Staff & Volunteer Code of Conduct

Agreed: 7/01/26 Review: January /2026

You must:

- Act with integrity and honesty.
- Ensure that you are aware of and comply with the HCA's policies.
- Undertake any necessary training for your role.
- Listen to and respect paid workers, volunteers, beneficiaries and other stakeholders and the wider community.
- 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 and that is appropriate for age and capacity.
- Encourage a culture of honesty, where everyone feels comfortable to point out attitudes and behaviours they do not like in a respectful way.
- Ensure any equipment is used safely and for its intended purpose.
- Challenge any unacceptable behaviour, where it is safe to do so and report any breaches of this Code of Conduct or any concerns without delay to a trustee.
- All allegations/suspicions of abuse, fraud or neglect will be taken seriously. .
- 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 Horsforth Climate Action 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 organisation or agreed with the Steering group.
- 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.



The HCA Steering group is ultimately responsible for Horsforth Climate Action, and as such should also follow the code of conduct below.

Additional code for the Steering Group.

As members of the steering group, collectively and individually, we will:

- **Act legally and properly** - by acting with integrity, honesty, within the law and our governing documents, and in the Horsforth Climate Action's best interests at all times.
- **Create a safe space**– in which everyone is encouraged and feels able to speak.
- **Positively challenge**– each other, but avoid being confrontational - saying 'no', 'that won't work'. Instead, we ask open questions that will help us work together to explore/test an idea, or suggestion - who, what, when and how, but not why, which can come across as accusatory.
- **Think, then speak**– what can I say succinctly that will most help the Steering group?
- **Feel able to ask the questions that need to be**– there is no elephant in the room or, if there is, we're all working together to get it out.
- **Act strategically**– by thinking externally and longer term.
- **Understand that operational delivery is the remit of the Steering group where possible** - by recognising that it's not our role to always manage operations, but to ensure these are led and managed well.
- **Focus on solutions**– by talking about the past, only to learn from it, avoid talking about what we can't do and, instead, focus on what we could do.
- **Welcome differing viewpoints** - respect each other's right to hold a different opinion and recognise our own right to do so too.
- **Don't make assumptions**– about who someone is, but rather respond based on the facts/content of what they said.
- **All contribute**- the contribution of the young, old, or those with lived experience is different to that of the professionals but isn't less than. Everyone has something to give and something to learn. No one person is allowed to dominate the conversation to the exclusion of others.
- **Are slow to take offence** – and quick to apologise, always.
- **Give permission**– to everyone else to remind us when we inadvertently stray from the above.
- **Accept our responsibility** – for ensuring that everyone is treated fairly, with respect and kept safe from harm.