



Code of Conduct

Cranfield Trust aims to be a friendly, welcoming and professional organisation for everyone we work with.

We believe that everyone who has contact with the Trust should be treated with respect and dignity and feel safe, supported and comfortable in working with the Trust.

We ask everyone who works with the Trust, whether colleagues, trustees, volunteers, charity clients and others to respect this code of conduct.

Cranfield Trust colleagues, trustees, volunteers and charity clients are requested to:

- Behave with integrity and honesty, pursuing the purpose of the Trust, which is to empower charities with the confidence and capabilities to thrive
- Create working relationships and a working environment that are safe, respectful, appropriate and welcoming to all, and in which people can grow and develop. We do not tolerate discrimination, harassment or bullying in any form
- Think carefully about the impact we have on one another, support people to be their 'whole selves' at work, and be conscious of others' wellbeing
- Seek advice and raise concerns if you notice anything inappropriate, or that makes you or another person uncomfortable
- Listen, encourage others to speak up, and be open minded
- Handle personal data and information carefully and with respect, in accordance with the Trust's data protection policies

If you have any questions or complaints about the behaviour of anyone involved with the Trust while working with us, please contact our Chief Executive, Amanda Tincknell (amanda.tincknell@cranfieldtrust.org)



Contact

Cranfield Trust is keen to provide its volunteers with the support needed to volunteer effectively, which starts with making the right contacts. When volunteering you should have:

- A named contact (usually Regional Manager, Mentoring Co-ordinator or Head of Operations)
- A clear brief or scope of the voluntary work to be undertaken, with an estimate of timing/timetable
- Contact details of the charity client to be supported, and the named individuals who will be the key working contacts

Accountability and timing

If you find that you are unable to attend a meeting, or to continue with a project or assignment once agreed, please let us know. We understand that other activities can take precedence over volunteering, but key to our work is understanding when volunteering is not possible. Please keep your Cranfield Trust contact updated if you are not able to fulfil the assignment or to attend planned meetings.

Extension of activity

Volunteering activities can sometimes run beyond their original scope, or activities emerge that were not covered in the initial brief. If this happens, please contact your Project Manager or other named Cranfield Trust contact, there is no pressure on you as a volunteer to extend the volunteering activity, we will try to resource it with another volunteer if you do not wish to commit more time and input.

Security

Security measures may be in place at your client charity, and you will need to adhere to them if this is the case. We will do our best to cover these in our project brief or scope, but please ask your charity client whether there are any procedures or measures that you need to be aware of as a volunteer.

Performance and behaviour

Cranfield Trust expects volunteers to behave and present themselves professionally, and to represent themselves and the Trust professionally at all times.

If, as a volunteer, you have any concerns about the performance or behaviour of a Cranfield Trust staff member, you should contact a member of the Trust's Management Team, usually the Head of Operations. <https://www.cranfieldtrust.org/pages/senior-team>

If a client charity has concerns about a volunteer's performance or behaviour, they will also discuss this with their main Cranfield Trust contact (usually Project Manager or Mentoring Co-ordinator), who will raise this with the Head of Operations.



We will always attempt to resolve any performance or behaviour issues fairly. The Trust will discuss the issues with you and seek to resolve the matter in a quick and professional manner.

Safeguarding

Cranfield Trust volunteers are usually working with staff of client charities, rather than vulnerable adults or children, but it is possible that you will come into contact with vulnerable people while visiting or working with a charity. *Safeguarding policy*

Data Protection/Confidential Information

As a volunteer you have an obligation to protect confidential or personal information in relation to individuals and client organisations. In the course of your volunteering you may be given personal data, including contact details, names and other information which identifies individuals. You should not disclose any information to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event. Please see the Trust's Data Protection Policy.

Contact with the Media

All requests from members of the media for comments/information should be politely directed to the Head of Communications or the Communications Manager, or to the appropriate person within the client charity, if concerning the client. This will ensure the accuracy of all information given to the media. We ask you not to give any interviews, appear in any promotions, advertisements or endorsements, make public comments or give any assistance to the media in relation to any story concerning Cranfield Trust or its activities, without our prior consent. We welcome media interest in our work and are keen to feature our volunteers in communications activity, so if you are aware of an opportunity for coverage please do contact our Communications team.

Conflicts of interest

Cranfield Trust volunteers are expected to act in the best interests of the Trust and of their client charity, considering what is best for each organisation, and for its present and future beneficiaries. As a volunteer, you are asked to declare any conflict of interest, or any circumstance that might be viewed by others as a conflict of interest, as soon as it arises.

Cranfield Trust's Chief Executive and/or Board will provide guidance on potential conflicts of interest, and if a conflict is deemed to exist, a volunteer may be asked to stand down from a project or volunteering activity.

Selling or developing business outside volunteering

We ask you not to use Cranfield Trust volunteering activities as an opportunity to identify or generate paid work with charities. Please refer to Cranfield Trust Way.



Equal Opportunities

Cranfield Trust is committed to ensuring that our workplace and volunteering activity are free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief.

Fraud and Corruption

Fraudulent and corrupt activities are illegal and directly opposed to the ethos of Cranfield Trust. If you suspect fraudulent or corrupt behaviour in any organisation with which you are in contact through Cranfield Trust, report it to your contact immediately. We will treat any report in confidence, and work to protect anyone making a report, while investigating promptly and fairly. Anyone engaging in any fraudulent or corrupt behaviour will be reported to the police, if appropriate.