



## Code of Conduct

### Policy

#### Purpose and Scope of this Code

**Purpose** – This document outlines the standards of personal behaviour and conduct required of all Tibberton Community Shop Ltd (TCS) Volunteers, including Management Committee members (for ease hereinafter referred to as “Volunteers”) in their interactions working for the Shop. Similarly, it covers contractors working for TCS in any capacity.

The Management Committee (hereinafter referred to as the “Committee”) approved this Code of Conduct in March 2019. All Committee members agree to comply with this Code of Conduct and aim to ensure it is complied with by all Volunteers to the best of the Committee’s endeavours.

This code provides the TCS with a fair, equitable and professional way of handling complaints and disputes; both of which have been very rare occurrences since the Shop was founded in 2011. A material breach of this Code of Conduct may result in a sanction agreed by resolution of the Committee being applied; which, in extreme cases, may mean the Volunteer being asked to leave TCS; or a contractor dismissed from working from TCS.

**Scope** – TCS is established under and governed by the ‘Model Rules for Community Ownership’ (Version 3, October 2015) developed by the Plunkett Foundation, adapted and adopted by TCS in October 2016 when they were lodged with the Financial Conduct Authority (FCA). This Code governs how TCS Volunteers comply with TCS’s Rules, Policies and Procedures. It also covers contractors working for TCS in any capacity in their relationship with TCS, its Volunteers and Customers.

Behaviours and acts which breach those ‘Model Rules’ or TCS’s own Policies and Procedures (hereinafter called ‘The Rules, Policies and Procedures’) will be dealt with as outlined in this Code.

#### Duties of TCS Volunteers

##### Duty to obey the law and comply with ‘The Rules, Policies and Procedures’ of TCS

1. Volunteers are required to obey the law, and to comply with ‘The Rules, Policies and Procedures’ of TCS in carrying out their roles.
2. If there is any doubt about this, a Volunteer should immediately seek advice from a member of the Committee.

##### Duty of good faith

3. Volunteers are required at all times to be truthful and honest with each other, and with the other people they have any contact with in their TCS roles.
4. Volunteers are required at all times to act in the best interests of and be loyal to the aims of TCS.



5. Committee members also have a responsibility to make known the views, concerns and aspirations of the Members they have been elected to represent; but any decision they make must be made in what each Committee member honestly believes to be the best interests of TCS.

### **Avoidance of conflict of interest**

6. Committee members must not allow themselves to be in a situation where any other interest they have conflicts with their duty as a Management Committee member.
7. Committee members must disclose or declare any interest which may conflict with those of TCS. If in any doubt about whether an interest should be disclosed or declared, a Committee member should consult the Chair.

### **Gifts, benefits, discounts and hospitality, use of suppliers and decisions**

8. Volunteers should not use their position to secure any personal advantage.
9. Volunteers should not receive any personal benefits from suppliers or other third parties.
10. Committee members must treat any information they receive as confidential and not disclose it to any third party without the express permission of a Committee decision.
11. Committee members have a duty to support any decision of the Committee; whether or not they agree with it, or voted in favour of it.

### **Duty to be careful**

12. Volunteers have a duty to take care in carrying out their responsibilities such as a reasonable person would take in relation to their own affairs; and to attend any training provided for them.
13. For Committee members this includes attending Committee and Sub-Group meetings, preparing in advance for these meetings by reading papers and asking for advice when it is needed.

## **Standards of Behaviour**

### **TCS Volunteers**

- A. Are required at all times to treat each other, and all people with whom they have any contact in their TCS role, with dignity, respect and fairness, and not bring TCS into disrepute.

**Committee Members** are also expected to:

- B. Work co-operatively at all times with other Volunteers on any day-to-day operational matters and on any projects related to the strategic objectives of TCS.
- C. Strive to make the governance arrangements work simply for the best interests of TCS.

## **Complaints Procedure**

Any complaints regarding breaches of this Code of Conduct, or of any other TCS Policies, should be raised confidentially with a member of the Committee at the earliest opportunity, either in person, or in writing to the Secretary. On receiving such a complaint an investigation and hearing will take place using the same process outlined in Section 3.8 of the TCS 'Model Rules' and detailed below.



## Non-Compliance with this Code of Conduct

The process to be followed for dealing with breaches of the Code is the same as detailed under Sections 3.7, 3.8 and 3.9 of the TCS 'Model Rules' and as detailed below.

If a Volunteer commits a serious breach of this Code of Conduct, it may result in removal from their membership of TCS and/or their volunteering at TCS via a Committee resolution passed by the requisite majority of the Committee, as required by 'The Rules'.

Before any resolution to remove a Volunteer (including a Committee member) from TCS are considered at a meeting of the Committee:

- Full details of the alleged material breach shall be investigated by a nominated member of the Committee (or their nominated representative as agreed by the Committee).
- The details will be put in writing, together with the grounds upon which it is considered not to be in the best interests of TCS for the individual to continue as a Volunteer and sent to the individual concerned to be received not less than 14 days before the meeting.
- The Volunteer shall be given the opportunity to respond, in writing or in person at the meeting.
- The evidence shall be considered at a meeting comprising the Management Committee members
- Two thirds of the Committee members will have to agree the resolution confirming the sanction to be applied.
- Where a breach of this Code is alleged against a Management Committee member, the remaining Committee members will consider and decide upon its outcome as outlined above.

In addition to the process outlined in the 'Model Rules' and explained above, it has been agreed that the TCS Chair will **not** be a part of any initial investigation or Committee meeting but will be the final arbiter of any appeal the Volunteer may have against the resolution agreed by the Committee.

<b>Tibberton Community Shop</b>	<b>Policy: Code of Conduct</b>		
	<b>Owner: TCS Management Committee</b>		
Drafted	TCS Secretary	January 2019	Version 0a
Approved by	Management Committee	March 2019	Version 1
Next review	Management Committee	March 2024	