

# Newcastle West End Foodbank

## Code of Conduct Policy

Version No.: 1.1  
Effective From: 16 September 2020  
Review Date: 16 September 2021

Signature:	Signed by:	Position:	Date:
	Rev D Coad	Chairman	15/09/2020

### 1 Introduction

Newcastle West End Foodbank (WEFB) expects the highest ethical standards from employees, and other personnel, in carrying out its business.

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

### 2 Scope

This policy applies to all employees and anyone engaged by WEFB to carry out its services.

This Code forms part of an employee's 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 employees in the normal course of their work, but it is no substitute for common sense and proper internal consultation. If a member of staff 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 WEFB'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 an employee 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 or the CEO. WEFB 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 an official or employee 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. WEFB 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.

WEFB is committed to the prevention, detection and proper investigation of fraud. WEFB 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.

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

## 5 Conflicts of Interest

WEFB employees, and other personnel, must avoid situations where personal interests could conflict, or appear to conflict, with WEFB'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 their employer or create conflicting loyalties in respect of transactions between their employer and a third party.
- An employee must not be involved with an activity for personal gain which is in conflict with WEFB's interests. Any personal interests or the interests of a member of your immediate family in relation to WEFB's business must be disclosed to the CEO or a Trustee immediately.

An employee 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 WEFB. 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 an employee 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**

WEFB treats its clients, donors and suppliers fairly and with respect. WEFB expects the same standards of them as is expected from WEFB 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 employees have a responsibility to ensure that everyone supported by WEFB, particularly children, young people and vulnerable adults, are protected from harm, in accordance with the Safeguarding Policy.

### **6.1 Working with Managers**

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 employee may not always agree with such decisions.

The employee must report to their manager anything that impairs their ability to do their job.

Managers will: -

- treat employees fairly and with dignity and respect
- ensure that 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 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 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 CEO. Employees must not publish articles or views in print or on the internet about WEFB business without express permission from the CEO. When expressing personal views employees must not appear to speak for or about the WEFB without permission.

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

## 9 Equality and Diversity

WEFB is committed to ensuring that it treats its employees and volunteers 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

WEFB 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 employees that they have read and understood the Code of Conduct	Audit of signed confirmation forms from staff	CEO	Board of Trustees	Annually
Breaches of the Code	Report on any breaches	CEO	Board of Trustees	As and when necessary

## 11 Amendments Table

Version	Effective From	Date of Review	Changes made
1	3 September 2019	September 2020	
1.1	16 September 2020	September 2021	None