



# Code of Conduct Policy

Charity Number: 1156841

## Introduction

All trustees and volunteers of Sherborne Food Bank are expected to behave in a highly professional manner and to offer the highest standards of service at all times. The way they carry out their duties must promote and maintain confidence and trust in the operation of the Food Bank.

## Confidentiality

Trustees and volunteers should be committed to maintaining the highest degree of integrity in all their dealings with potential, current and past clients and the protection of all personal information received in the course of providing Sherborne Food Bank services.

## Respect for Others

Sherborne Food Bank treats its clients, donors and suppliers fairly and with respect. Sherborne Food Bank expects the same standards of them as is expected from the Food Bank trustees and volunteers. All trustees and volunteers must treat colleagues, donors, suppliers, clients and the public respectfully and with dignity, and have a responsibility to ensure that everyone supported by Sherborne Food Bank, particularly children, young people and vulnerable adults, are protected from harm, in accordance with the Safeguarding Policy.

## Conflict of interest

Due to the sensitive nature of Sherborne Food Bank services, volunteers must declare any conflict of interest, for example, regarding suppliers, partners, etc., with whom the Food Bank deals.

## Professional Conduct

Trustees and volunteers must observe both the spirit and letter of the laws and regulations pertaining to the services and goods provided by Sherborne Food Bank, e.g. Health & Safety and Food Hygiene regulations, Data Protection law, law relating to equality & diversity, theft, bribery and corruption, and use of social media.

## Equality and discrimination

Trustees and volunteers must always strive to be fair and objective in their actions, and not be influenced in their decisions, actions or recommendations by issues of gender, race, creed, colour, sexuality, age or personal disability. They must never discriminate against, harass, intimidate or victimise any person.

The principles in this Code are intended to help guide trustees and volunteers in the normal course of their role, but it is no substitute for common sense and proper internal consultation. If trustees and volunteers find themselves in a situation where they are unsure of the right course of action to take, they should consider the following:

- Is it legal?
- Is it ethical?
- Is it consistent with Sherborne Food Bank policies and this Code of Conduct?
- Can their actions be justified?
- Would they feel comfortable if it appeared in a newspaper?

If they still find 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 to a trustee.

This policy and its implementation will be reviewed at least annually and whenever there are any legislative changes or amendments to guidance issued by relevant statutory bodies.

The Trustees, Sherborne Food Bank  
May 2022