



ACE – Action In Caerau And Ely

Code of conduct for Members and Volunteers

INTRODUCTION: *The ACE Code of Conduct is a set of rules to guide the behaviour of everyone who works for the organisation. It aims to create the circumstances where our work for ACE will be both effective and rewarding for everyone. It is my responsibility whether as a member or a volunteer to read the Code of Conduct and follow its guidance.*

ACE'S VALUES: I will respect and uphold the values of ACE. These are to:

- work to benefit the community and promote and protect Ely and Caerau to the best of our ability
- work inclusively with members of the community, encourage their engagement, and value the contribution of members, volunteers, the wider community and our partners
- listen and communicate effectively; be approachable, transparent, honest, responsible and realistic.
- be innovative, commercial, entrepreneurial, professional and hard-working.
- be independent and sustainable, while also working in partnership with others.

GENERAL: I will do my best to find out about the work which ACE does and what it wants to achieve in Ely and Caerau. I will support ACE's aims and objectives and work to achieve them. (I have a right to ask for and receive copies of any public documents produced by ACE including policies and procedures covering the way it works, the Annual Report, the ACE Strategic Plan, and the constitution.)

PROTECTING ACE'S REPUTATION: I will work at all times to safeguard the good name of ACE. This means that:

- I will aim to present ACE in a good light when talking to people outside the organisation.
- I will not discuss ACE's work with the media unless authorised to do so.
- If my work with ACE involves meeting members of the public I will treat them with courtesy and respect, and will deal appropriately with any criticisms they make, normally by referring them to a senior member of staff or a trustee.
- If I have a grievance with the organisation I will use ACE's procedures for resolving disagreements, and will not discuss the issue with people outside the organisation while this is happening.

CONFIDENTIALITY: ACE aims to be as open as possible, but confidentiality can be extremely important for protecting the interests of staff, volunteers and the charity as a whole. I will treat all information about ACE and its workers as confidential unless it is made clear that it can be made public. If in doubt I will





consult a senior member of staff. I understand that there may be penalties for failing to follow these rules.

VOLUNTEERING: If I am working as a volunteer with ACE I have a right to choose the work I do and to expect to be properly trained and supported. In return I will make it clear in advance when I will be available and how much time I can contribute, and will always notify a senior member of staff as soon as possible if I am unable to come to work.

WORKING WITH OTHERS: I will treat ACE's Trustees, paid staff and other members and volunteers with respect and consideration at all times.

- While working with ACE I will respect diversity and people with different roles and views, and I will do my best to ensure that my language or behaviour does not give offence to the people working around me or the public.
- I recognise that the roles of ACE's trustees, volunteers and staff are different, and I will respect the differences between these roles.
- I will co-operate with, support and encourage other members and volunteers I come into contact with so that they can also benefit from working with ACE.
- If I have a grievance or a dispute with other staff, members or volunteers I will report this formally to a senior member of staff. I will follow ACE's procedures designed to resolve disputes if a complaint is made against me.

HEALTH AND SAFETY: I accept that I am responsible for the safety of myself and others while I am working with ACE, and that it is my duty to:

- be aware of the key points covered by the ACE Health and Safety Policy, including the safety of our working environment, fire safety, and reporting accidents. (I will make sure that a member of staff discusses these issues with me as part of my training, and makes a copy of the Policy available to me.)
- report any safety concern I may have immediately to a senior member of staff.

MANAGEMENT: I will be particularly careful not to interfere with the day to day management of the organisation. This includes respecting the decisions and instructions of the trustees and senior staff, and not using personal friendships with staff or trustees to influence, bypass or disrupt existing management arrangements.

USING ACE'S RESOURCES: I will use ACE's resources responsibly, and will follow the required procedures when claiming expenses. I have a right to expect that ACE will support me, and act in the best interests of my personal and social wellbeing and employment prospects while I am working with the





organisation. But I will not use my involvement directly to secure financial or material gain from the charity.

I have read and understood the Code of Conduct and agree to follow its guidance. I understand that my role with ACE may be suspended if I fail to do so.

Signed: Date:

Name of Member/Volunteer:

