



OPORA

## Code of Conduct

Version 1.0

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## **OPORA CODE OF CONDUCT**

As a trustee, employee, contractor or volunteer for Opora, I promise to abide by the fundamental values that underpin all activities of this organisation. These are as follows.

### **Our values**

#### Accountability

Everything Opora does will be able to stand the test of scrutiny by the public, the media, the Charity Commission, members, stakeholders, funders, parliament and the courts.

#### Integrity and honesty

These will be the hallmarks of all conduct when dealing with colleagues within Opora, and equally when dealing with individuals and institutions outside it, including Opora's beneficiaries.

#### Transparency

Opora strives to maintain an atmosphere of openness throughout the organisation to promote confidence of the public, stakeholders, staff, charity regulators and parliament.

Additionally, I agree to the following points.

### **Law, mission, policies**

I will act within the governing document of Opora and abide by the policies and procedures of the organisation.

I will not break the law or go against charity regulations in any aspect of my role of trustee.

I will support the objects and mission of Opora and act as their guardian and champion.

I will develop and maintain an up-to-date knowledge of Opora and its environment that is relevant to my role.

### **Conflicts of interest**

I will always strive to act in the best interests of the organisation as a whole and not as a representative of any group, considering what is best for Opora and its present and future beneficiaries.

I will declare any conflict of interest, or any circumstance that might be viewed by others as a conflict of interest, as soon as it arises.

I will submit to the judgment of the management team, the board and do as it requires regarding potential conflicts of interest.

### **Person to person**

I will not break the law, go against charity regulations or act in disregard of organisational policies in my relationships with fellow trustees, staff, volunteers, members, service recipients, contractors or anyone I come into contact with in my role.

I will strive to establish respectful, collegial and courteous relationships.

Where I volunteer with the organisation I will maintain the separation of my role as a trustee / employee / manager and as a volunteer.

### **Protecting the organisation's reputation**

I will not make public comments (including comments on social media, whether on personal profiles or in any Opora-managed community support groups) about the organisation unless authorised to do so.

Any public comments I make about Opora will be considered and in line with organisational policy, whether I make them as an individual, or as a trustee, employee or volunteer.

When I am speaking on behalf of this organisation, my comments will reflect current organisational policy even when these do not agree with my personal views.

When receiving constructive feedback on my work for Opora in any capacity, or on Opora itself, I will always be courteous, acknowledge the feedback, and review it. I will escalate to management, board, chair as appropriate to help review the feedback and decide on best action. I understand that any complaints need to be handled in line with Opora's Complaints Policy.

When speaking as a private citizen I will strive to uphold the reputation of the organisation and those who work in it.

I will respect organisational, management, board and individual confidentiality.

Due to the nature of Opora's charitable activities, a significant portion of Opora's engagement with beneficiaries and other stakeholders occurs online, whether in Opora-hosted groups and channels or otherwise. I understand that all of the principles and values contained in this document apply in these interactions as well, and I will treat all online communications appropriately.

### **Political views**

Opora fully condemns the Russian state's invasion of Ukraine. I understand that whilst the objects of Opora are to provide relief for persons affected by the war in Ukraine and their dependents, Opora is not a political organisation.

I understand and will help ensure that in conducting Opora's activities, community groups, social media channels and other engagements, all efforts are made to focus on the charitable purpose of Opora and the charitable activities, without politicisation and free of judgement, discrimination and bias.

### **Language**

Given the political, cultural and social tensions and divisions that may result from the current situation in Ukraine, I understand that many topics including language are sensitive and may cause distress or upset.

I understand that Opora's position is to not discriminate based on language of our beneficiaries, volunteers or trustees.

I understand that Opora's organisational language is English. When dealing with beneficiaries, stakeholders, volunteers or any other member of the public who speak Ukrainian/Russian only, Opora expects (where practical and if in possession of the skill) all trustees, employees, contractors and volunteers to use Ukrainian.

I understand that it is the policy of all Opora-managed community groups, channels and social media outlets to refrain from debating the choice of language and through moderation where possible limit debates on which languages should be used.

### **Personal gain**

I will use organisational resources responsibly. I will document approved expenses and seek reimbursement according to procedure and approval.

### **Enhancing governance and operations**

I will participate in induction, training and development activities and help others do the same.

I will continually seek ways to improve Opora's governance and processes, by proactively highlighting and escalating opportunities for improvements.

I will support my colleagues, management, and the board in continuous development and will share and receive constructive feedback in a culture of proactive openness.

