

GCUK: Code of Conduct

Policy

This policy sets out how we expect all those associated with the charity to behave towards each other and the patients, carers, healthcare practitioners and others with whom we interact.

Objectives

The objective of this policy is to ensure that all those interacting with the charity have a positive experience.

Definitions

Representatives means all those where the nature of their work for the charity, whether paid or unpaid, is regular and structured. This includes trustees, paid staff, Helpline volunteers, and consultants or equivalents.

Beneficiaries means all those who benefit from, engage with, or come into contact with GCUK. It includes patients, carers, family or friends who engage with the charity.

Trustee means a member of the GCUK Board of Trustees.

Volunteer means someone who supports the work of the charity, without being paid, and where the nature of the work is unstructured, ad hoc or intermittent.

Responsibilities

This policy applies to all trustees, representatives, volunteers, employees, contractors, and third-party representatives of **GIST Cancer UK (GCUK)** (the "Charity"). Its requirements should be reflected in other policies and procedures, agreements and contracts, as necessary.

You Must:

- Act with integrity and honesty.
- Ensure that you are aware of and comply with the charity's policies.
- Undertake any necessary training for your role.

- Listen to and respect other staff, volunteers, beneficiaries and other stakeholders.
- Promote relationships that are based on openness, honesty, trust and respect.
- Treat everyone fairly and without prejudice or discrimination.
- Ensure language is appropriate and not offensive or discriminatory.
- Ensure any equipment is used safely and for its intended purpose.
- Challenge any unacceptable behaviour and report any breaches of this Code or any concerns without delay to a trustee.
- Report any allegations/suspicions of abuse or fraud.
- Respect everyone's right to personal privacy and ensure that any personal information is kept secure and not disclosed.
- Volunteers are not obligated to work at specific times, but if you commit to doing something and are unable to, ensure that the charity is made aware as soon as possible.

You Must Not:

- Allow concerns or allegations to go unreported.
- Develop inappropriate relationships such as contact with children or vulnerable people that is not a part of the work of the Charity or agreed with the trustees.
- Share your personal contact details (mobile number, email or address) or have contact with a beneficiary or vulnerable person via a personal social media account.
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of anyone.
- Act in a way that can be perceived as threatening or intrusive.
- Make inappropriate promises to young or other vulnerable people, particularly in relation to confidentiality.

Reference points

Guidance produced by the Charity Commission



Version Control - Approval and Review

Policy owner: Cathy Hampshire – Designated Trustee

| Version No | Approved By | Approval Date | Main Changes | Review Period |
|------------|-------------|---------------------------|--------------|-------------------|
| 2.0 | Board | 9 th July 2024 | | At least annually |
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