

CQI Volunteers: Code of Conduct

This code of conduct sets out what you can reasonably expect whilst volunteering with the CQI. We greatly appreciate your volunteering and are committed to providing volunteers with a supportive environment. We hope that you find your volunteering with the CQI enjoyable and rewarding.

This code is specific to your role as a volunteer. It does not replace the Code of Conduct associated with Membership nor does it replace the Codes of Conduct associated with being a Trustee or a member of the Advisory Council.

The CQI's values

As a volunteer you agree to abide by the fundamental values that underpin all the activities of the CQI. These are:

- **Inspiring**
Individuals and organisations to engage in the CQI's vision.
- **Innovating**
By daring to be different and supporting the success of stakeholders.
- **Caring**
For the CQI's customers, partners, staff and our environment.
- **Quality**
In the CQI's delivery.
- **Integrity and honesty**
These will be the hallmarks of all conduct when dealing with colleagues within the CQI and equally when dealing with individuals and institutions outside it.
- **Accountability**
Everything the CQI does will be able to stand the test of scrutiny by the public, the media, charity regulators, members, stakeholders and the courts.
- **Transparency**
The CQI endeavours to maintain an atmosphere of openness throughout the organisation to promote confidence of the public, stakeholders, staff, charity regulators and Parliament.
- **Diversity & Equal Opportunities**
The CQI endeavours to reflect diversity and equal opportunities amongst staff governance, volunteers, members and its other stakeholders.

Induction and Training

The CQI will provide an induction explaining what the Institute does and how volunteers fit within the CQI. The CQI will also provide training as appropriate to assist you to meet the standards it expects from volunteers and to ensure your health and safety.

Supervision and Support

We will identify to you your main points of contact during your volunteering at the CQI. From time to time you will have meetings with your contact to discuss and agree aspects relevant to your volunteering role and to discuss any areas of uncertainty.

Please give your contact as much notice as possible if you are unable to perform your volunteer activities as expected.

Additionally, as a volunteer for the CQI you agree to the following points:

Law, mission, policies

- I will not break the law or go against charity regulations in any aspect of my role.
- I will perform my role to the best of my ability and comply with the CQI's health and safety and equal opportunities policies and any other policies applicable to volunteers.

Conflicts of interest

- I will always endeavour to act in the best interests of the CQI.
- 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.

Person to person

- I will endeavour to establish respectful, collegial and courteous relationships with all I come into contact with in my role as a volunteer.

Protecting the CQI's reputation

- I will only speak to the media or in a public forum as a representative of the CQI with the prior knowledge and approval of the CEO or Chair of the Board of Trustees.
- I will maintain confidentiality of all information obtained by me in my role as a volunteer.

Personal gain

- I will not personally gain materially or financially from my role as a volunteer.
- I will document expenses and only seek reimbursement according to procedure.
- I will use the CQI's resources responsibly, when authorised, in accordance with procedure or best practice.

Copyright and Other Intellectual Property Rights

- I agree that the copyrights and any other intellectual property rights created by me and arising in connection with the performance of my volunteering role shall vest in the CQI.

Personal Data

- The CQI will need to hold and process personal data and sensitive personal data about me for various purposes including for the provision and administration of insurance and maintaining attendance records. I consent to the CQI holding and processing such data as required.

Ending volunteering position

- I will give the CQI as much notice as possible if I wish to stop volunteering with the CQI. The CQI, in turn, will endeavour to give as much notice as possible if it wishes to terminate the volunteering arrangement with you.
- I understand that breach of any part of this code may result in CQI asking me to cease to volunteer.

Appeal

- Should I have any concerns arising from my volunteering role I will raise them initially with my identified contact. If I am not satisfied with the response or if the CQI terminate my volunteering role because it considers I am in breach of any part of this agreement, I may raise my concerns, or appeal against such a decision, by writing to the CEO of the CQI.
- Should the CEO have been party to the decision, or consider any concerns expressed or appeal to be better addressed by others, the CQI will pass these for consideration to an alternate with appropriate seniority within the CQI. The CQI will consider any such matters in good faith within 14 days of receipt of my letter. I recognise that the appeal decision will be final and binding on me and that I will have no claim for compensation of any sort in respect of such decision.