Code of Conduct Policy

United African Association

Registered Charity CIO 1192725
Unit F5B Barratt House Kingsthorpe Road Northampton NN2 6EZ
www.uaassociation.org

Policy owner	Board of Trustees
Version	1.0
Approval status	Approved by the Chair
Approval date	October 2026
Next review	October 2027
Applies to	Trustees staff volunteers contractors and relevant partners

Purpose

This policy states the behaviour expected of anyone representing UAA and the boundaries that protect beneficiaries, colleagues and the charity.

Scope

This policy applies wherever UAA works, including Barratt House, Leicester Street Community Centre, partner venues, the foodbank and food larder, community meals, welcoming spaces, youth activities, football, swimming, wellbeing sessions, allotment work, trips, outreach, home or hospital visits, online sessions, social media and transport arranged by UAA.

Legal and good practice framework

- Equality Act 2010
- Safeguarding duties and Charity Commission guidance
- Bribery Act 2010
- Data Protection Act 2018

Responsibilities

Role	Responsibility
Board of Trustees	Approves the policy, receives assurance, provides resources and remains accountable.
Chief Executive or delegated manager	Implements the policy, allocates competent leads and escalates significant matters.
Policy lead	Maintains procedures, records, training and contact details and reports themes to trustees.
Staff volunteers and contractors	Follow the policy, attend required training and report concerns promptly.

Expected conduct

- Treat every person with dignity and avoid discriminatory, abusive, threatening or humiliating conduct.
- Follow safeguarding, health and safety, data protection and financial controls.
- Maintain professional boundaries and never exploit a relationship, accept inappropriate gifts or seek personal benefit.
- Use UAA property, money, accounts and information only for authorised purposes.
- Declare conflicts and report mistakes, risks or wrongdoing promptly.

Boundaries with beneficiaries

Workers must not create dependent, secret, sexual, exploitative or financial relationships with beneficiaries. Personal loans, private paid work, accepting substantial gifts, exchanging private images or moving casework to personal channels are prohibited unless a written procedure expressly permits a minor practical exception.

Digital communication and social media

Use approved accounts for UAA work. Protect confidential information and obtain consent before publishing images or stories. Personal posts must not imply UAA endorsement, harass others or compromise safeguarding. Concerns are reported rather than argued about publicly.

Gifts hospitality and money

Small culturally appropriate tokens may be accepted only where they cannot influence a decision and are recorded when required. Cash gifts to individuals, borrowing, lending, personal fundraising through beneficiaries and unauthorised handling of donations are prohibited.

Breaches

UAA assesses breaches fairly and proportionately. Action may include guidance, training, restriction, disciplinary action, termination of employment or volunteering, removal from an activity and referral to statutory bodies.

Records and confidentiality

UAA will keep proportionate, accurate and secure records. Access is limited to people who need the information for their role. Records are retained and disposed of in line with the Data Protection and GDPR Policy and any legal, insurance or funding requirement.

Training and communication

The policy lead will include this policy in induction and arrange refresher or role-specific training where the level of risk requires it. Current procedures and reporting routes will be accessible to staff and volunteers.

Monitoring and review

The policy lead will monitor incidents, complaints, near misses, audit findings and feedback. The Board will review this policy at least annually and sooner after a serious incident, material legal or operational change, significant complaint or identified control failure.

Related UAA policies

- Equality Diversity and Inclusion Policy
- Sexual Harassment Policy
- Child Safeguarding Policy
- Adult Safeguarding Policy
- Conflicts of Interest Policy
- Financial Controls Policy

Approval

Approved by the Chair



Raymond
Chair of UAA
Approval date: October 2026
Next review date: October 2027