



The Hygiene Bank Ireland

Code of Conduct

Intro

At The Hygiene Bank Ireland, we believe that all activities related to the operation of the organisation should be conducted honestly, fairly and with integrity. The Hygiene Bank Ireland employs the following values:

Be resourceful, Pursue simplicity, Invest in community, Champion kindness, Promote inclusiveness. These values should be followed by all volunteers of THBI in all actions and decisions.

Scope

This policy applies to all volunteers, trustees and employees of The Hygiene Bank Ireland in relation to any of the stakeholders of THBI. These stakeholders include donors, funders, charity partners, voluntary and community sector partners, other recipients of goods, service providers and other suppliers as well as trustees, employees and volunteers.

Code of Conduct for The Hygiene Bank Ireland as an organisation:

- We will not enter into a relationship with any individual or organisation that we have any reason to believe may be involved in any unlawful or unethical business practices.
- We expect that all parties with whom we enter into an arrangement will only follow practices which comply fully with all applicable legislation, are transparent and are conducted with honesty and integrity.
- We expect all partner organisations and service providers to respect the human rights of all employees and provide a safe and healthy working environment and not to ask any volunteer or employee to do anything which is illegal.
- We expect all partner organisations to have in place clear policies to prevent any form of harassment or abuse and encourage an inclusive working environment to promote equality and diversity, ensuring that there is a clear and safe reporting structure in place and that all allegations will be properly investigated and actioned.
- We will not and we expect that our service providers will not seek to obtain any advantages by giving or accepting bribes or other inducements and will be fully compliant with all current legislation relating to bribery.
- All stakeholders are assessed to ensure that the [values](#) of The Hygiene Bank Ireland can be upheld throughout the relationship.
- All partners receiving donated goods through The Hygiene Bank Ireland are required to comply with specific policies and procedures in order to belong to The Hygiene Bank Network. These policies and procedures ensure that:

- Redistributed goods are only used in accordance with charities' objects to be given for free to their beneficiaries.
- The intellectual property rights of donors are respected.
- The Hygiene Bank will ensure that any problems that occur in our service will be dealt with promptly to meet the needs of all stakeholders.

Code of Conduct for volunteers of The Hygiene Bank Ireland

Volunteers of THBI are expected to be responsible and act reasonably, in line with the organisational [Values](#).

Volunteers should:

- Adhere to all The Hygiene Bank Ireland policies and procedures
- Satisfy performance and meeting of standards
- Uphold The Hygiene Bank Ireland's reputation
- Understand The Hygiene Bank Ireland's Vision, Mission, Values that have been provided
- Respect others and ensuring that we are all safe from harm
- Disclose concerns of abuse of a service user or volunteer by anyone connected to The Hygiene Bank Ireland
- Disclose convictions that might affect your suitability as a volunteer

Serious breaches of our standards include (and are not limited to)

- Use of donations for personal use or gain
- Maltreatment of service users
- Fraud, deliberate falsification of records, theft or unauthorised possession of money or property, whether belonging to us or any of our stakeholders.
- Possession and/or supply or use of illicit drugs and/or being incapacitated through intoxication
- Indecent or immoral behaviour
- Unlawful discrimination or acts of harassment
- Dangerous and/or aggressive behaviour
- Deliberate damage to property or donated goods
- Insubordination and refusal to carry out reasonable requests
- Breach of safeguarding, equality and health and safety standards in this policy
- Disclosure of others' personal contact details in breach of GDPR regulations
- Campaigning or lobbying using The Hygiene Bank Ireland's name breaches our insurance policy and is not tolerated.

In line with our [Complaints Policy](#), concern about minor breaches will first be brought to your attention informally. Should the behaviour persist The Hygiene Bank Ireland reserves the right to decide on an appropriate course of action and the volunteer may be suspended. Concerns that someone is behaving in a way that is a serious breach of standards should be reported to Head Office immediately.

Revision history and next review

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Date of Next Review	March 2021

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Approved by, Date:	Tom Poynter 09-May-2021
Last Reviewed:	N/A

Signed:

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Chair of the Board