



Code of Conduct Policy

Document Control

ITEM	DETAILS
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Policy Title	Code of Conduct
Policy Owner	Board of Directors
Approved By	Board of Directors
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Applies To	Board of Directors, Volunteers, Contractors and anyone acting on behalf of Gravesham Pride CIC
Related Policies	GP02 – Equality, Diversity, Inclusion & Accessibility Policy; GP03 – Safeguarding Policy; GP04 – Conflict of Interest Policy; GP05 – Confidentiality & Data Protection Policy; GP06 – Speaking Up (Whistleblowing) Policy; GP08 – Volunteer Management Policy; GP09 – Volunteer Code of Conduct

1. Purpose

Our Code of Conduct sets out the standards of behaviour expected from everyone representing Gravesham Pride CIC.

It explains how we work together, how we make decisions and how we uphold the values that define our organisation.

We believe that every interaction shapes how people experience Gravesham Pride. Whether we are planning an event, supporting a volunteer, working with partners or engaging with our community, our behaviour should reflect our commitment to inclusion, integrity, respect and professionalism.

This Code exists to help us create an organisation where everyone feels welcomed, valued, listened to and safe.

It also supports good governance by ensuring that everyone understands the standards expected when acting on behalf of Gravesham Pride CIC.

2. Scope

This policy applies to everyone representing Gravesham Pride CIC, including:

- Directors
- Committee Members
- Volunteers
- Contractors
- Consultants
- Temporary workers
- Event staff
- Anyone acting on behalf of the organisation

This policy applies whenever an individual is acting in connection with Gravesham Pride CIC, including:

- Board meetings
- Committee meetings
- Working groups
- Community engagement
- Pride events
- Training sessions
- Fundraising activities
- Social media
- Emails and digital communications
- Public speaking
- Partnership meetings
- Networking events
- Media interviews

Representing Gravesham Pride does not begin and end with our annual Pride event.

Every interaction contributes to our reputation and our relationship with the community we serve.

3. Definitions

Director

A person appointed in accordance with our Articles of Association who shares collective responsibility for the governance and strategic leadership of Gravesham Pride CIC.

Volunteer

Anyone who freely gives their time, skills or experience to support the work of Gravesham Pride CIC without receiving payment.

Representative

Any individual authorised to speak or act on behalf of Gravesham Pride CIC.

Misconduct

Behaviour that falls below the standards expected by this Code of Conduct or which may damage the organisation, its reputation or the wellbeing of others.

Serious Misconduct

Behaviour that fundamentally undermines trust, places individuals at risk, breaches the law or significantly damages the reputation of Gravesham Pride CIC.

Examples include (but are not limited to):

- discrimination
- harassment
- bullying
- victimisation
- fraud
- theft
- deliberate misuse of organisational funds
- serious breaches of confidentiality
- safeguarding failures
- violence or threatening behaviour
- deliberate reputational damage

4. Our Commitment

Gravesham Pride exists because communities are stronger when everyone belongs.

Our commitment is not simply to organise events.

Our commitment is to create safe, welcoming and inclusive spaces where LGBTQIA+ people, their families, friends, allies and the wider community can celebrate, learn and thrive together.

Everything we do should reflect that purpose.

We recognise that trust is earned through consistent behaviour.

Every Director, volunteer and representative plays an important role in building that trust. We therefore commit ourselves to acting:

- honestly
- respectfully
- professionally
- transparently
- inclusively
- compassionately
- responsibly

We will always seek to make decisions that benefit our community rather than ourselves.

We will treat everyone fairly.
We will listen before we judge.
We will support one another.
We will hold ourselves accountable when we fall short.

Most importantly, we recognise that no single individual represents Gravesham Pride alone.

Together, we are the organisation.

5. Our Standards

Our standards describe the behaviours expected from everyone representing Gravesham Pride CIC.

These standards are not intended to create unnecessary rules.

Instead, they help us build a culture where everyone understands what good leadership, good governance and respectful behaviour look like in practice.

5.1 Respect

Respect is the foundation of everything we do.

We recognise that every individual brings different experiences, identities, opinions and perspectives.

We value those differences because they strengthen our organisation.

We will always:

- treat people politely and courteously
- listen without interruption
- value differing opinions
- encourage constructive discussion
- challenge ideas respectfully rather than criticise individuals
- communicate honestly without being confrontational
- recognise the contribution made by others

Disagreement is both natural and healthy. We encourage robust discussion and constructive challenge. However, disagreements must never become personal.

Bullying, intimidation, harassment, discrimination or abusive behaviour have no place within Gravesham Pride CIC.

We also recognise that respect extends beyond our own organisation.

We treat members of the public, statutory partners, sponsors, performers, contractors and community organisations with the same professionalism and courtesy we expect internally.

5.2 Inclusion

Inclusion is one of the reasons Gravesham Pride exists.

We want everyone to feel that they belong.

We recognise that inclusion requires more than simply welcoming people through the door.

It requires us to actively remove barriers wherever possible and continuously improve accessibility.

We therefore commit to:

- creating welcoming environments
- listening to underrepresented voices
- considering accessibility in our decision-making
- promoting equality of opportunity
- respecting individual identities
- using inclusive language wherever appropriate

Everyone should feel able to participate without fear of discrimination, prejudice or exclusion.

Discrimination on any grounds will never be accepted.

5.3 Integrity

Integrity means doing the right thing, even when no one is watching.

As representatives of Gravesham Pride CIC, we are trusted by our community, our volunteers, our partners and our supporters. Every decision we make should strengthen that trust.

We will always:

- act honestly and ethically
- make decisions in the best interests of Gravesham Pride CIC
- declare conflicts of interest promptly
- avoid situations where personal interests could influence organisational decisions
- use organisational resources responsibly
- never misuse our position for personal, political or financial gain
- ensure our actions reflect our values
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Integrity also means admitting when we have made mistakes.

No organisation is perfect. We encourage openness, learning and continuous improvement rather than blame.

Where mistakes occur, we will work together to understand what happened, learn from the experience and reduce the likelihood of similar issues arising in the future.

5.4 Accountability

Every person representing Gravesham Pride CIC is accountable for their actions, decisions and behaviour.

We recognise that accountability is essential to good governance and helps maintain confidence in our organisation.

We will:

- take responsibility for our own actions
- complete tasks we have agreed to undertake
- communicate honestly if we are unable to meet commitments
- make decisions that are evidence-based and transparent
- be open to constructive feedback

- support continuous learning and improvement.

Directors have an additional responsibility to ensure that the organisation complies with its legal obligations, its Articles of Association and its governance framework.

Accountability also means accepting challenge professionally.

Healthy discussion strengthens decision-making and should always be welcomed.

5.5 Professional Behaviour

Professional behaviour is expected whenever we represent Gravesham Pride CIC.

Whether we are attending a Board meeting, volunteering at an event, responding to emails or speaking with members of the public, our conduct should always reflect positively on the organisation.

We will:

- communicate courteously and respectfully
- be punctual and prepared for meetings
- respond to correspondence within reasonable timescales
- dress appropriately for the activity being undertaken
- support fellow volunteers and colleagues
- maintain appropriate professional boundaries
- avoid behaviour that may damage the reputation of Gravesham Pride CIC

Professional behaviour includes how we communicate during periods of disagreement.

We recognise that people may hold different opinions. We encourage open discussion and constructive challenge, but personal criticism, hostility or inappropriate language will never be acceptable.

We also recognise that many of us volunteer alongside other employment and family commitments. We therefore encourage understanding, flexibility and kindness towards one another.

5.6 Confidentiality

Trust depends upon confidentiality.

During the course of our work we may have access to confidential information relating to individuals, volunteers, contractors, finances, governance matters or organisational planning.

Confidential information must only be used for legitimate organisational purposes.

We will:

- respect people's privacy
- store information securely
- only share information with those who need to know
- comply with relevant data protection legislation
- seek guidance whenever we are unsure whether information should be shared

Confidentiality does not prevent us from reporting safeguarding concerns, criminal activity or other matters where disclosure is required by law.

5.7 Equality, Diversity and Inclusion

Equality, diversity and inclusion are fundamental to our organisation.

Gravesham Pride exists because we believe everyone deserves to be treated with dignity, fairness and respect.

We actively celebrate diversity and recognise that different backgrounds, identities and lived experiences strengthen our organisation.

We are committed to creating an environment where everyone feels welcomed, valued and able to contribute.

We will:

- promote equality of opportunity
- remove barriers wherever reasonably practicable
- consider accessibility in our decision-making
- challenge discrimination
- encourage participation from underrepresented communities
- foster a culture of belonging

Discrimination, harassment, victimisation or hate speech will never be tolerated.

5.8 Safeguarding

Safeguarding is everyone's responsibility.

We are committed to providing safe environments for children, young people and adults at risk.

Everyone representing Gravesham Pride CIC has a duty to remain vigilant and to report concerns promptly.

We will:

- complete safeguarding training where required
- understand our safeguarding responsibilities
- report concerns immediately
- cooperate with safeguarding investigations
- place the welfare of individuals above organisational reputation

We will always follow our Safeguarding Policy and relevant statutory guidance.

5.9 Health and Safety

Creating safe environments is fundamental to everything we do.

Whether planning meetings, delivering events or volunteering within the community, we all share responsibility for health and safety.

We will:

- follow agreed health and safety procedures
- report hazards promptly
- use equipment safely
- comply with risk assessments
- support a positive safety culture
- take reasonable care of ourselves and others

Safety is not solely the responsibility of designated leads.

Every individual has an important role to play.

5.10 Social Media and Public Communications

Social media provides valuable opportunities to engage with our community.

However, online behaviour can have a significant impact on public confidence and the reputation of Gravesham Pride CIC.

Whenever we identify ourselves as representing Gravesham Pride CIC, or where our connection to the organisation is clear, we will:

- communicate respectfully
- share accurate information
- avoid inflammatory or offensive language
- protect confidential information
- respect copyright and intellectual property
- avoid engaging in online arguments that may damage the organisation

Personal opinions should not be presented as official organisational positions unless authorised.

Where mistakes are made, we will seek to correct them openly and professionally.

5.11 Working Together

Our organisation succeeds because of teamwork.

Every volunteer, Director and representative contributes to the success of Gravesham Pride CIC.

We believe that collaboration creates better decisions, stronger relationships and a more inclusive organisation.

We will:

- support one another
- communicate openly
- value different perspectives
- share knowledge
- celebrate success
- resolve disagreements constructively

We recognise that every contribution matters, regardless of role or length of service.

Respecting one another is essential to maintaining a positive organisational culture.

5.12 Leadership Expectations

Directors and those in leadership positions carry additional responsibilities. Leadership is not about authority. It is about setting the standard for others to follow.

Leaders within Gravesham Pride CIC will:

- lead by example
- demonstrate honesty and integrity
- encourage open discussion
- support volunteers

- promote inclusion
- make informed and balanced decisions
- remain accountable for their actions
- uphold this Code of Conduct at all times
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Good leadership builds trust, encourages participation and strengthens our organisation.

Every leader should strive to create an environment where people feel confident to contribute, ask questions and raise concerns without fear.

6. Roles and Responsibilities

Everyone representing Gravesham Pride CIC has a responsibility to uphold this Code of Conduct. While some individuals have additional governance responsibilities, maintaining our culture is a shared commitment.

6.1 Board of Directors

The Board of Directors is responsible for:

- approving this policy
- ensuring appropriate governance arrangements are in place
- leading by example
- promoting a culture of integrity, inclusion and accountability
- ensuring concerns are managed fairly and consistently
- reviewing the effectiveness of this policy
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The Board should regularly reflect on whether its own behaviour demonstrates the standards expected throughout the organisation.

6.2 The Chair

The Chair has a particular responsibility to:

- promote respectful and effective Board meetings
- encourage open discussion and constructive challenge
- ensure all Directors have an opportunity to contribute
- support the fair management of concerns raised under this Code
- maintain confidence in the governance of the organisation

The Chair should always act impartially and in the best interests of Gravesham Pride CIC.

6.3 Directors

Every Director is expected to:

- comply with this Code at all times
- fulfil their legal duties under the Companies Act 2006
- comply with the Articles of Association
- declare conflicts of interest promptly
- maintain confidentiality where appropriate
- support volunteers and fellow Directors
- make informed decisions based upon the best interests of the organisation
- contribute positively to Board discussions

Directors should recognise that they are role models for the organisation.

6.4 Volunteers

Volunteers play a vital role in the success of Gravesham Pride CIC.

Volunteers are expected to:

- behave respectfully
- follow organisational policies
- support an inclusive environment
- raise concerns where appropriate;
- cooperate with reasonable instructions
- represent Gravesham Pride positively

Volunteers are encouraged to ask questions whenever they are unsure about expectations or responsibilities.

6.5 Contractors and Representatives

Anyone acting on behalf of Gravesham Pride CIC is expected to demonstrate standards of behaviour consistent with this Code.

Where appropriate, contracts and service agreements should make reference to these expectations.

7. Raising Concerns

Gravesham Pride CIC encourages an open culture where concerns can be raised without fear of unfair treatment or retaliation.

If an individual believes this Code has been breached, they should report their concerns as soon as reasonably practicable.

Concerns may be raised with:

- any Director
- the Chair
- the Safeguarding Lead (where safeguarding is involved)
- through the Whistleblowing Policy where appropriate

Individuals raising concerns in good faith will be treated fairly and respectfully.

Anonymous concerns will be considered wherever sufficient information has been provided to allow appropriate enquiries.

Malicious or knowingly false allegations may themselves be treated as misconduct.

8. Managing Breaches of this Code

Every concern will be considered on its own merits.

Investigations will be conducted fairly, proportionately and confidentially wherever possible.

The organisation will seek to understand the circumstances surrounding the concern before reaching any conclusions.

Individuals who are the subject of a concern will normally:

- be informed of the concern
- have an opportunity to respond
- be treated fairly throughout the process.

Possible outcomes may include:

- informal discussion
- guidance or mentoring
- additional training
- mediation
- formal warning
- removal from a volunteer role
- suspension from duties while enquiries are undertaken
- removal as a Director in accordance with the Articles of Association and applicable law
- referral to external agencies where appropriate

The response will always be proportionate to the seriousness of the matter.

9. Monitoring and Compliance

The Board of Directors will monitor compliance with this policy through:

- volunteer feedback
- complaints
- governance reviews
- Board discussions
- lessons learned following incidents
- annual policy reviews

Learning from concerns will be used to improve governance, strengthen organisational culture and support continuous improvement.

This policy should not simply be reviewed periodically; it should be reflected in the everyday behaviour of everyone representing Gravesham Pride CIC.

10. Equality Statement

Gravesham Pride CIC is committed to eliminating discrimination, advancing equality of opportunity and fostering good relations between all people.

This policy has been developed with equality, diversity and inclusion at its heart.

Its purpose is to ensure that everyone is treated fairly, consistently and with dignity regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any other protected or personal characteristic.

Reasonable adjustments will be considered wherever required to enable individuals to participate fully.

11. Policy Review

This policy will normally be reviewed every two years.

An earlier review may be undertaken where:

- legislation changes
- governance arrangements change
- lessons are identified following incidents
- the Board determines that amendments are required
- organisational learning indicates improvements can be made

The Board of Directors is responsible for approving any amendments.

Appendix A – Practical Examples

Example 1 – Respect

Situation

A Board discussion becomes heated and two Directors strongly disagree about a proposal.

Expected Behaviour

Both individuals continue to listen respectfully, allow one another to finish speaking and focus on the issue rather than personal criticism.

Unacceptable Behaviour

Interrupting repeatedly, raising voices, making personal comments or attempting to undermine another individual.

Example 2 – Conflict of Interest

Situation

A Director owns a business that wishes to provide services to Gravesham Pride CIC.

Expected Behaviour

The Director declares the conflict before any discussion takes place and withdraws from the decision-making process.

Unacceptable Behaviour

Participating in the discussion or attempting to influence the decision without declaring the conflict.

Example 3 – Confidentiality

Situation

Board papers include sensitive information about a volunteer.

Expected Behaviour

The information remains confidential and is discussed only with those who need to know.

Unacceptable Behaviour

Sharing confidential information with friends, family or on social media.

Example 4 – Inclusion

Situation

A volunteer identifies an accessibility barrier at an event.

Expected Behaviour

The concern is listened to, considered seriously and reasonable adjustments are explored.

Unacceptable Behaviour

Ignoring the concern or dismissing it without consideration.

Example 5 – Social Media

Situation

A volunteer receives criticism of Gravesham Pride online.

Expected Behaviour

The volunteer avoids responding emotionally and refers the matter to the appropriate Director if an organisational response is required.

Unacceptable Behaviour

Entering into arguments, posting abusive comments or disclosing confidential information.

Appendix B – Relevant Legislation and Related Documents

Legislation

This policy should be read alongside relevant legislation, including:

- Companies Act 2006
- Equality Act 2010
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Health and Safety at Work etc. Act 1974
- Human Rights Act 1998
- Relevant safeguarding legislation and statutory guidance applicable in England

Related Governance Documents

This policy should be read alongside the following Gravesham Pride CIC governance documents:

- Articles of Association
- Governance Handbook
- GP02 – Equality, Diversity, Inclusion & Accessibility Policy
- GP03 – Safeguarding Policy
- GP04 – Conflict of Interest Policy
- GP05 – Confidentiality & Data Protection Policy
- GP06 – Speaking Up (Whistleblowing) Policy
- GP07 – Complaints & Concerns Policy
- GP08 – Volunteer Management Policy
- GP09 – Volunteer Code of Conduct
- GP10 – Health, Safety & Safe Working Policy
- GP11 – Risk Management Policy
- GP12 – Financial Management Policy
- GP13 – Document Control & Records Management Policy
- GP14 – Communications, Branding & Social Media Policy
- GP15 – Environmental Sustainability Policy
- GP16 – Event Governance & Delivery Policy

Our Promise

At Gravesham Pride CIC, our Code of Conduct is more than a set of rules. It reflects who we are, how we treat one another and the culture we are committed to creating.

We believe that respect, inclusion, integrity and accountability are the foundations of a strong organisation. By working together, acting with compassion and leading by example, we create a Pride that is welcoming, trusted and representative of the diverse communities we proudly serve.

Every conversation, every decision and every action is an opportunity to demonstrate our values.

Together, we are Gravesham Pride CIC.