



ReNU Syndrome UK

Trustee and Volunteer Code of Conduct

1. Purpose of this Code

This Code of Conduct sets out the standards of behaviour expected from trustees, volunteers, committee members, advisors and anyone representing ReNU Syndrome UK.

Its purpose is to support a culture of integrity, respect, accountability, safeguarding, transparency and good governance. The Charity Governance Code recommends that charities adopt suitable standards of conduct, and the Charity Commission expects trustees to act in the charity's best interests, manage risks, protect people from harm, and make properly recorded decisions.

This Code should be read alongside ReNU's Articles of Association, his policy should also be read alongside the Charity's, Photography, Video and Media Consent Policy, Data Protection and Confidentiality Policy, Social Media Policy, Code of Conduct, Conflict of Interest Policy, Online Safety Guidance, Volunteer Policy and Equality, Diversity and Inclusion Policy.

2. Who this Code Applies To

This Code applies to all trustees of ReNU Syndrome UK. It also applies, where relevant, to volunteers, advisors, committee members, ambassadors, fundraisers, representatives and anyone acting on behalf of the Charity.

Trustees are expected to lead by example. Their behaviour should set the tone for the wider Charity and help create a safe, respectful and well-governed organisation.

3. Core Standards of Behaviour

All individuals covered by this Code are expected to act honestly, respectfully and responsibly at all times.

They must act in the best interests of ReNU Syndrome UK and its beneficiaries, rather than in their own personal interests or the interests of another organisation, individual, family, funder or professional body.

They must comply with the law, the Charity's governing documents, Board decisions and approved policies.

They must behave in a way that protects the Charity's reputation and maintains public trust and confidence.

They must treat families, children, adults at risk, trustees, volunteers, professionals, donors and supporters with dignity, kindness and respect.

4. Acting in the Best Interests of the Charity

Trustees have a legal and moral responsibility to place the interests of the Charity and its beneficiaries first.

This means that trustees must make decisions carefully, objectively and collectively. They should prepare properly for meetings, read papers in advance, ask appropriate questions and contribute constructively to discussion.

Trustees must not use their position to gain personal advantage, promote personal campaigns, favour friends or family members, or influence decisions for private benefit.

Where a trustee disagrees with a decision, they may ask for their disagreement to be recorded. However, once a lawful Board decision has been made, trustees are expected to respect collective responsibility and not undermine the Charity externally.

5. Respectful Working Relationships

ReNU Syndrome UK is committed to creating a respectful, inclusive and compassionate environment.

Trustees and volunteers must listen to one another, allow others to speak, and challenge ideas constructively rather than personally. Disagreement is acceptable and often healthy, but it must be expressed respectfully.

Bullying, harassment, intimidation, discrimination, aggressive behaviour, exclusionary conduct, victimisation or personal attacks will not be tolerated.

Particular sensitivity is required because ReNU operates within a rare disease community where families may be under emotional, medical, financial or practical strain. Communication should therefore be thoughtful, careful and trauma-informed.

6. Safeguarding and Protection from Harm

Everyone acting on behalf of ReNU must understand that safeguarding is a core governance responsibility.

Trustees and volunteers must take reasonable steps to protect children, young people, adults at risk, families, volunteers and others who come into contact with the Charity from harm, abuse, neglect or exploitation. Charity Commission safeguarding guidance confirms that trustees are expected to make safeguarding a governance priority and report concerns appropriately.

Any safeguarding concern must be reported in accordance with ReNU's Safeguarding Policy. Individuals must not investigate safeguarding concerns themselves unless formally authorised to do so. Confidentiality must be respected, but it must never be used as a reason to ignore or conceal a safeguarding concern.

7. Confidentiality and Data Protection

Trustees and volunteers may have access to sensitive personal information about children, families, medical circumstances, donors, supporters, finances or internal governance matters.

Such information must be treated as confidential and handled in accordance with UK GDPR, the Data Protection Act 2018 and ReNU's Data Protection Policy.

Confidential information must not be shared casually, discussed in inappropriate settings, forwarded to unauthorised individuals, uploaded to unapproved platforms, or used for personal, professional or external organisational purposes.

The duty of confidentiality continues after a trustee or volunteer leaves the Charity.

8. Conflicts of Interest

All trustees and relevant volunteers must comply with ReNU's Conflict of Interest Policy.

Conflicts of interest must be declared openly and promptly. A conflict may be financial, personal, professional, relational, organisational, actual, potential or perceived.

Having a conflict does not automatically mean someone has done anything wrong. However, failing to declare or manage a conflict can damage the Charity's integrity and decision-making.

Trustees must not participate in decisions where their independence could reasonably be questioned unless the Board has formally agreed how the conflict will be managed.

9. Gifts, Hospitality and Personal Benefit

Trustees and volunteers must not accept gifts, hospitality, favours or benefits that could influence, or appear to influence, their judgement.

Any gift or hospitality with an estimated value above £50 must be declared and recorded in accordance with the Charity's Conflict of Interest Policy.

Cash gifts, personal inducements or secret benefits must never be accepted.

Trustees must not receive payment or personal benefit from the Charity unless this is properly authorised under the Articles of Association, charity law and Board procedures.

10. Use of Charity Resources

Charity resources must be used only for legitimate charitable purposes.

This includes funds, equipment, mailing lists, social media accounts, branding, documents, intellectual property, photographs, family stories, research information and confidential contacts.

No trustee or volunteer may use Charity resources for personal benefit, private business, political campaigning, unauthorised fundraising, or activities not approved by the Board.

11. Public Statements, Social Media and Representation

Only authorised individuals may speak publicly on behalf of ReNU Syndrome UK.

Trustees and volunteers must be careful when using social media, giving interviews, attending events or communicating with external organisations. They must not present personal opinions as official Charity positions unless authorised to do so.

Posts or comments connected to the Charity should be respectful, accurate and consistent with ReNU's values. Individuals must not share confidential information, medical details, photographs, family stories or safeguarding information without appropriate consent and approval.

12. Equality, Inclusion and Respect for Difference

ReNU Syndrome UK is committed to treating people fairly and respectfully.

Trustees and volunteers must not discriminate on the basis of disability, race, ethnicity, nationality, religion or belief, sex, sexual orientation, gender reassignment, age, pregnancy or maternity, marriage or civil partnership, caring responsibilities, socioeconomic background or any other protected or personal characteristic.

The Charity recognises that families affected by rare disease may have different experiences, needs, cultural backgrounds and communication preferences. Everyone should be treated with dignity and empathy.

13. Meetings and Decision-Making

Trustees are expected to attend meetings regularly, prepare properly, contribute constructively and make decisions in the best interests of the Charity.

Board discussions should be open and respectful. Trustees should ask questions where they do not understand an issue and should not feel pressured to approve decisions without sufficient information.

Minutes must accurately record key decisions, conflicts of interest, approvals and actions.

Trustees must respect Board confidentiality and collective responsibility once decisions are made.

14. Financial Integrity

Trustees and volunteers involved in fundraising, spending or financial decisions must act with honesty, care and transparency.

All funds must be used for the Charity's purposes and in accordance with donor restrictions, grant conditions and internal financial controls.

No individual may commit the Charity to expenditure, contracts or obligations unless authorised to do so.

Concerns about financial irregularity, misuse of funds, fraud or poor financial controls must be reported promptly.

15. Fundraising Standards

Anyone fundraising for ReNU must do so honestly, respectfully and transparently.

Fundraising communications must not mislead donors or exaggerate claims. Donations must be used for the purposes for which they were given, and restricted funds must be clearly identified and managed.

Families' stories, photographs and medical information must only be used with proper consent and sensitivity.

16. Breaches of this Code

A breach of this Code may include misconduct, repeated inappropriate behaviour, failure to declare conflicts, misuse of confidential information, bullying, safeguarding failures, reputational damage, financial misconduct or acting outside delegated authority.

Where concerns arise, the Chair or Board will consider the matter fairly and proportionately. Depending on the seriousness of the issue, action may include informal guidance, additional training, removal from a role, suspension from activities, reporting to external authorities, or removal as trustee in accordance with the Articles of Association.

Serious incidents may need to be reported to the Charity Commission or other relevant authorities.

17. Commitment to the Code

All trustees and relevant volunteers should receive a copy of this Code as part of their induction.

By accepting a role with ReNU Syndrome UK, individuals agree to uphold this Code and to act in a way that protects the Charity, its beneficiaries, its reputation and its charitable purposes.

18. Review

This Code will be reviewed annually by the Board of Trustees or sooner if there are changes in law, Charity Commission guidance, safeguarding expectations, governance arrangements or the Charity's activities.

Approved by the Board on:

Next review date:

Policy owner: Board of Trustees