

## Appendix 1b Regional Council Code of Conduct

### Status of this Document

This document sets out the minimum expectations regarding the standards of personal behaviours and conduct of all RHA Regional Council members. Every Regional Council member should sign the acknowledgement at the bottom of the document, accepting that they must comply with this Code of Conduct (the Code) whilst they are a Regional Council member of the RHA.

### Commitment to the RHA's Vision

Each Regional Council member will ensure that their behaviours and duties reflect the RHA's vision and values. [RHA Values](#)

### Regional Council Member Duties

Each Regional Council member will: -

- Ensure that prior to joining the RHA Regional Council and on an ongoing basis that they have disclosed anything to the RHA's National Chairperson and the RHA's Managing Director that may render them unsuitable for the role (including any potential conflict of interests) or that may cause issues for the RHA either immediately or in the future.
- Accept that no remuneration or other benefit in money or money's worth shall be given to them by the RHA in return for their duties undertaken as a Regional Council member.
- Arrive promptly for all meetings and that they will take an active role in discussions.
- Ensure they pay their RHA membership fees when due.
- Be supportive towards any RHA initiatives and where they can that they showcase that support within their own company or companies within which they work.
- That they guide and advise the RHA Regional Council on matters that they are requested to assist with.

### Behaviours

The RHA needs to ensure that its good name and reputation is always upheld by those in positions of responsibility. Therefore, members of the RHA's Regional Councils are requested to display high standards of behaviours when carrying out their responsibilities.

All Regional Council members will commit to the following: -

- To be professional at all times when carrying out any RHA duties.
- To act honestly, in good faith and in the best interests of the RHA.
- To treat others with respect, be civil and courteous at all times.
- To use all due care and diligence in fulfilling their responsibilities and appropriately exercising the powers attached to the position of RHA Regional Council member.
- A Regional Council member must not make improper use of information acquired in their position at the RHA.
- A Regional Council member must not take improper advantage of the position, for example to delay having to pay their membership fees when due.
- A Regional Council member must not allow personal interests, or the interests of any associated person to conflict with the interests of the RHA.

- Except as permitted by the prior written consent of the Board of Directors, a Regional Council member shall not directly or indirectly render any services of a business, commercial or professional nature, to any other person, firm, or corporation, whether for compensation or otherwise, which conflict with the RHA's interests, policies or procedures.
- Confidential information received by a Regional Council member during the exercise of RHA Regional Council duties remains the property of the RHA and it is improper to disclose it, or allow it to be disclosed, unless that disclosure has been authorised by the Board, or is required by law.
- A Regional Council member will not use their position to bully, abuse, victimise, harass or unlawfully discriminate against others.

### **Social Media and Emails**

A Regional Council member must always ensure emails sent regarding RHA matters are professional, respectful and polite in their manner.

When posting on social media about RHA matters, the Regional Council member must not:-

- compromise the RHA, disclose confidential or sensitive data
- damage the RHA's reputation or brand
- breach laws on copyright or data protection
- contain content that is of a libellous or defamatory nature (for example criticism of other operators or individuals which might bring the RHA into disrepute)
- engage in bullying or harassment or inappropriate behaviour
- contain illegal, inappropriate or offensive content
- use the RHA's name or reputation to promote any other product or any political opinions.

### **Fraternisation**

Whilst Regional Council members are encouraged to be friendly towards external RHA stakeholders and RHA employees, it is important that they do not cross the professional boundaries. Regional Council members should always maintain professionalism and should not become overfamiliar or fraternise with RHA employees, members or any stakeholders in a way that may be seen to disrupt the operations or reputation of the RHA.

### **GDPR**

Regional Council members should only access personal data if they need it for the work they do in their role as a Regional Council member for or on behalf of the RHA and only if authorised to do so. They should only use the data for the specified lawful purpose for which it was obtained. Should a breach of personal data occur and if the breach is likely to result in a risk to the rights and freedoms of individuals, then we must notify the Information Commissioner's Office within 72 hours. If a Regional Council member is aware of a data breach they must contact the Data Protection Officer, Sue Snell, immediately and keep any evidence, you have in relation to the breach. Sue Snell can be contacted on 01733 261131 or via [gdprequiries@rha.uk.net](mailto:gdprequiries@rha.uk.net)

Regional Council members should ask for help from the Data Protection Officer if they are unsure about data protection or if they notice any areas of data protection or security that the RHA can improve upon.

### **Breaches of this Code of Conduct**

A Regional Council member has an obligation, at all times, to comply with the spirit, as well as the letter of the law and with the principles of this Code. All RHA Regional Council members have a duty to hold each other to account regarding this Code.

The Regional Councils may receive and consider allegations against members for any breaches of the RHA Code of Conduct. If, upon enquiry, such allegations are deemed to be valid then the Regional Council Chairperson shall refer the matter to the Governance Committee of the Board of Directors who may determine that a letter of warning be sent to the offending Member, requiring that the conduct cease and, if appropriate, restitution made to the aggrieved party. If this should produce no beneficial result within a reasonable time, the Chair of the Regional Council may refer the matter back to the Governance Committee who may then refer the matter to the Board of Directors who can vote on whether the Member be expelled from Membership. The RHA National Chairperson will sit out of such votes.

Should the Member concerned appeal against expulsion, the RHA National Chairperson will consider the appeal and at their entire discretion, reinstate the member or confirm the expulsion.

I ..... (SIGN AND PRINT NAME)  
agree to the above Code of Conduct on ..... (INSERT DATE)