



Codes of Conduct

The purpose of a code is to clarify:

- what behaviours are acceptable and unacceptable
 - the standards of practice expected
- the basis for challenging and improving practice

The codes are therefore a guide for individuals and the organisation to think about, and monitor, how they, and others, conduct themselves in their roles.

The codes let everyone know what they can expect from Grampian Heart & Health and its employees, trustees, volunteers and instructors, but also what standard of behaviour is expected from our members and their family, friends and carers.

The codes are a tool for continuous improvement.

The codes are an important part of monitoring and improving the behaviour and practice of everyone involved with Grampian Heart & Health.

When there is an instance of not meeting the expectations set out in the codes, disciplinary or other relevant management action may be taken by Grampian Heart & Health.

Adopting and communicating clear codes of conduct is an important element in delivering standards for Safeguarding Adults.

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GCRA LTD TRADING AS GRAMPIAN HEART & HEALTH



Instructor Code of Conduct

An instructor must at all times:

- Hold relevant, up to date and recognised qualifications.
- Take part in safeguarding training or awareness sessions.
- Hold a current and valid Emergency First Aid at Work qualification.
- Hold current Public Liability & Professional Indemnity insurance.
- Maintain a satisfactory PVG and advise Grampian Heart & Health of any change to circumstances.
- Ensure all exercise activities are adapted to the health status, ability, and experience of those taking part.
- Recognise the health and physical status of each member and avoid putting undue pressure on them.
- Respect the rights, dignity and worth of every person and treat everyone equally.
- Encourage and guide members to accept responsibility for their own behaviour and participation by giving enthusiastic and constructive feedback.
- Build balanced working relationships based on mutual trust and respect that empower and include members in any decision-making process.
- Consistently display high standards of behaviour and appearance and be an excellent role model.
- Never engage in or tolerate any form of bullying.
- Instructors must not exert undue influence to obtain personal benefit or reward. In particular, instructors must not use their position to establish or pursue a sexual or improper relationship with a member or someone close to them.
- Instructors should not allow allegations to go unchallenged, unrecorded, or not acted upon.
- Keep informed of current instructor principles and those of cardiac rehabilitation.
- Ensure that the equipment and facilities meet safety standards and are suitable for delivery of a Grampian Heart & Health class.
- Abide by the Grampian Heart & Health Instructor Contract Agreement and Operating Procedures, and in particular the section 'Professional Conduct'.



Employee Code of Conduct

An effective, efficient and professional employee of Grampian Heart & Health will:

- Dress professionally and appropriately for the role they are undertaking.
- Keep any equipment provided to undertake the employee role in a safe place and report any loss, damage or issues as soon as possible.
- Prioritise punctual timekeeping as this is essential to Grampian Heart & Health and our members, trustees, volunteers and instructors.
- Notify another staff member or trustee as soon as possible if running late. Repeated lateness will be managed in line with the Grampian Heart & Health disciplinary policy.
- Not interfere with or bring into dispute the conduct of Grampian Heart & Health or its good name or reputation through the use of social networking sites or blogs.
- Not create or update any blogs or social networking profiles whatsoever on any computer, device or phone owned and operated for Grampian Heart & Health business unless authorised.
- Avoid directly or indirectly referring to or implicate Grampian Heart & Health, its employees, trustees, instructors or members on any blog or social networking profile whether created by the employee or not.
- Refrain from commenting or responding to posts made on social media by others referring to Grampian Heart & Health or its business.
- Limit their use of personal mobile phone during working hours to ensure it does not detract them from performing their role.
- Maintain a satisfactory PVG if this is a role requirement and advise Grampian Heart & Health of any change to circumstances.
- Not allow allegations to go unchallenged, unrecorded, or not acted upon.
- Respect the rights, dignity and worth of every person and treat everyone equally.
- Abide by the Grampian Heart & Health Employee Handbook.



Trustee Code of Conduct

All Trustees have a legal duty and responsibility under the Charities and Trustees Investment (Scotland) Act 2005. They must (general duties):

- Act in the interests of the charity.
 - You must do what is best for the charity and its beneficiaries, not what is best for you, your friends or family or your business interests.
 - You must put the needs of the charity before the needs of any other organisation that you are involved with, either in a personal or professional capacity.
 - Where you are faced with a decision where one option would be in your interest and the other in the interest of the charity you must choose the option that is in the charity's interest. To do this properly, you must declare what your interests are, know when it would be better that you did not take part in certain decisions and take appropriate action.
- Operate in a manner consistent with the charity's purpose.
 - A charity's purposes are what your charity has been set up to achieve and are the reason your charity exists.
 - You must always act honestly and reasonably ("in good faith") when acting for the charity and make sure that the activities advance its charitable purposes.
 - You must make sure that the charity's assets are used to advance its charitable purposes. This can be done directly by using an asset to undertake activities or indirectly by investing assets to generate funds for the charity.
 - You should understand what the governing document says and means.
 - You must make sure that the other charity trustees and people working at the charity follow the rules in the governing document.
 - When the charity makes plans, the charity trustees must make sure that any decisions or actions fit with the purposes and powers set out in the governing document.
- Act with care and due diligence.
 - As charity trustees, you must all work together to advance the charitable purposes, including making sure the charity is run properly, responsibly and lawfully.
 - You have to protect your charity including its beneficiaries, assets and reputation. This means understanding and assessing potential risks to make sure decisions are as robust as possible.

- You should have a clear, up-to-date picture of how the charity is doing financially, and the charity should have procedures in place to reduce any risks. All the charity trustees should know what assets the charity has and understand any restrictions on how money can be spent. The charity must keep clear financial records and share them with all the charity trustees.
- You can use the charity's money to get professional advice for the charity if needed.
- You must make sure that the charity has enough money to pay staff and other costs.
- You must make sure that any staff are treated properly and fairly.
- You must make sure that the charity's name and any logo are not used without the charity's permission.
- You are responsible for making sure your charity complies with any relevant laws. For example, health and safety, employment, data protection and equality laws.
- Manage any conflict of interest between the charity and any person or organisation who appoints charity trustees.
 - Disclose the conflict to the charity
 - Do not participate in any discussion or decision on the matter.
- Comply with the 2005 Act (specific duties).
 - You must understand the legal requirements of being a charity.
 - You must comply with the specific duties of the 2005 Act.
 - Charity details on the Scottish Charity Register
 - Reporting to OSCR: Making changes to your charity
 - Financial records and reporting
 - Fundraising
 - Providing information to the public



Volunteer Code of Conduct

Volunteers support the work of Grampian Heart & Health as required and will:

- Hold the appropriate valid qualifications as stipulated in any Volunteer Role Description.
- Develop an appropriate working relationship with members, trustees, staff and instructors as required, based on mutual trust and respect.
- Dress professionally and appropriately for the role they are undertaking.
- Display and promote high standards of behaviour and communication whilst representing Grampian Heart & Health.
- Not interfere with or bring into dispute the conduct of Grampian Heart & Health or its good name or reputation through the use of social networking sites or blogs.
- Avoid directly or indirectly referring to or implicate Grampian Heart & Health, its employees, trustees, instructors or members on any blog or social networking profile whether created by the volunteer or not.
- Refrain from commenting or responding to posts made on social media by others referring to Grampian Heart & Health or its business.
- Maintain a satisfactory PVG if this is a role requirement and advise Grampian Heart & Health of any change to circumstances.
- Respect the rights, dignity and worth of every person and treat everyone equally.
- Never engage in or tolerate any form of bullying.
- Not exert undue influence to obtain personal benefit or reward.
- Will be aware of all relevant Grampian Heart & Health Policies and Procedures.
- Not allow allegations to go unchallenged, unrecorded, or not acted upon.
- Follow all volunteer guidelines laid down by Grampian Heart & Health.



Member and Family/Friends/Carer Code of Conduct

Members and any family, friends or carers should:

- Participate to your own ability level in Grampian Heart & Health classes and be guided by your own health and physical status.
- Respect the rights, dignity and worth of all other participants regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity.
- Keep to agreed class timings to ensure instructors have time to discuss any new changes to health before the class begins.
- Wear suitable clothing and footwear for the class and bring water to drink throughout.
- Welcome new members to the class and promote a positive environment for everyone taking part.
- Raise any concerns about safeguarding – this can be about yourself, another class member, an instructor, a trustee or a staff member. The Grampian Heart & Health Safeguarding Adults Policy & Procedures can be accessed online or by contacting the Office Administrator for a copy. These outline who to contact to discuss your concerns further.
- Follow the Information and Guidelines issued by the Office Administrator.