



QUEEN CAMEL COMMUNITY LAND TRUST LIMITED

GOVERNANCE DOCUMENT

Code of Conduct

Issue 3 adopted by QCCLT on 12th May 2026

This document sits with the Standing Orders and the relating Definitions & Acronyms are at the front end of that document

CONTENTS

1. Purpose and Principles
2. Scope
3. Personal Behaviour and Responsibilities
4. Decision-Making and Collective Responsibility
5. Declarations and Conflicts of Interest
6. Confidentiality and Data Protection
7. Breaches and Resolution
8. Chair's Role in Meetings
9. Review and Training

Annex 1 - The seven principles of public life

Annex 2 - Application to Tenants, Licensees, and Other Users of QCCLT Premises

1. Purpose and Principles

QCCLT is a Community Benefit Society established for the benefit of the community, to secure land and property assets in perpetuity for the local community. This Code is to promote and maintain the highest standards of ethical behaviour and public trust in all of its activities, to ensure that everyone involved in QCCLT acts with integrity, respect, and accountability.

The code applies to all directors, members, staff, and volunteers of QCCLT, and to any person acting or claiming to act on its behalf. Annex 2 specifically applies to Tenants, Licensees, and other Users of QCCLT Premises.

The Code is based on the Seven Principles of Public Life (the Nolan Principles): as described in Annex 1.

2. Scope

This Code applies whenever a person:

- Conducts or discusses QCCLT business, whether at a meeting, in public, or online;
- Represents or gives the impression of representing QCCLT;
- Uses QCCLT's resources or information;
- Interacts with QCCLT members, volunteers, staff, partners, tenants, licensees or the wider community in that capacity.

3. Personal Behaviour and Responsibilities

Everyone acting for QCCLT must:

- 3.1 Uphold equality, inclusion, and respect** — treat everyone with fairness, dignity, and courtesy, free from harassment, discrimination, or bullying.
- 3.2 Act in the best interests of QCCLT and its community**, not in pursuit of private advantage or sectional interests.
- 3.3 Use QCCLT's resources responsibly**, for legitimate Trust business and not for personal or political gain.
- 3.4 Safeguard confidentiality**, including personal information, commercially sensitive material, and matters discussed in confidence. Do not misuse information for personal advantage or to the detriment of QCCLT.
- 3.5 Avoid conflicts of interest** and declare any personal, financial, or other interests at the earliest opportunity.
- 3.6 Cooperate with all governance and accountability processes**, including declaration of interests, training, and performance reviews.
- 3.7 Respect democratic decision-making**, accepting the outcome of properly constituted decisions made by the Board or members.
- 3.8 Conduct meetings constructively**, listening respectfully, addressing contributions through the Chair, and allowing others to be heard.
- 3.9 Act professionally in digital communications and social media**, maintaining confidentiality and avoiding reputational harm to QCCLT.

3.10 Champion the reputation of QCCLT, promoting integrity and transparency in all community and partnership dealings.

No person acting on behalf of QCCLT shall engage in unlawful, abusive, threatening, or intimidating behaviour.

4. Decision-Making and Collective Responsibility

QCCLT's authority rests with collective decision-making. Once a decision is made by the Board or membership in accordance with Standing Orders:

- All directors, staff, volunteers and members are expected to support its implementation publicly;
- Continued disagreement should be expressed only through proper channels, not publicly or on social media;
- Constructive review or appeal may occur through the governance framework, but personal criticism of others is unacceptable.

5. Declarations and Conflicts of Interest

- Each director must complete an annual declaration of interests' form, using the approved declaration of interests' form
- At each Board Meeting, an agenda item will invite declarations of interest on any relevant matter.
- The Chair, with advice from the Trust Secretary, will determine whether an individual should withdraw from discussion or voting.
- A register of interests will be maintained and made available for inspection on request.

6. Confidentiality and Data Protection

QCCLT values openness but recognises that some business must remain confidential. Information classed as confidential includes personal data, commercially sensitive information, and draft reports not approved for release.

Unauthorised disclosure may result in suspension or termination of membership or directorship.

All individuals must comply with **UK data protection and GDPR legislation** when handling information.

7. Breaches and Resolution

- Concerns about behaviour or potential breaches of this Code will be addressed under QCCLT's **Complaints and Disciplinary Procedures**.
- Wherever possible, issues should be resolved informally and constructively, through dialogue, mediation, or training.
- Where formal action is required, proportional measures will be applied, which may include advice, written warning, suspension pending investigation, or removal from office in accordance with QCCLT's Rules.
- No person raising a concern in good faith will face retaliation;

8. Chair's Role in Meetings

The Chair of any Board Meeting is responsible for maintaining order, ensuring fair participation, and upholding this Code.

If a person's conduct breaches the Code during a meeting, the Chair may ask them to withdraw temporarily. Any further action will follow the Complaints and Disciplinary Procedures, ensuring fairness and the right to respond.

9. Review and Training

This Code will be reviewed by the Board at least every three years or sooner if required by law or policy guidance.

All new directors and volunteers will receive a copy and complete induction training on governance and ethics.

THE SEVEN PRINCIPLES OF PUBLIC LIFE

For this Code, the term 'office holders' applies to those holding any form of office in QCCLT.

- 1 **SELFLESSNESS** – office holders should act solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.
- 2 **INTEGRITY** – office holders should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their QCCLT duties.
- 3 **OBJECTIVITY** - in carrying out their duties for QCCLT, including making appointments, awarding contracts, or recommending individuals, office holders should make choices on merit.
- 4 **ACCOUNTABILITY** – office holders are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- 5 **OPENNESS** – office holders should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- 6 **HONESTY** – office holders have a duty to declare any private interests relating to their QCCLT duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- 7 **LEADERSHIP** – office holders should promote and support these principles by leadership and example.

Application to Tenants, Licensees, and Other Users of QCCLT Premises

Purpose

QCCLT's community centre and any other premises managed by QCCLT are shared community assets held for the benefit of local people. To ensure they remain welcoming, safe, and positive spaces, all tenants, licensees, contractors, and regular users of these premises are required to act consistently with this Code of Conduct.

Application

This section applies to:

- Individuals and organisations renting, leasing, or holding licences to occupy property owned or managed by QCCLT ("tenants" or "licensees");
- Their staff, volunteers, or visitors while using QCCLT spaces;
- Contractors or partners working on site.

Expected Standards of Conduct

All tenants and licensees must:

1. **Treat all people with respect and courtesy**, ensuring the premises are free from harassment, discrimination, or intimidation.
2. **Operate safely and responsibly**, complying with QCCLT's policies on health and safety, safeguarding, and equality.
3. **Protect QCCLT's reputation**, avoiding behaviour or publicity that could bring the Trust into disrepute.
4. **Use the property for agreed purposes only**, in accordance with their tenancy or licence terms.
5. **Respect shared facilities**, ensuring noise, cleanliness, and access arrangements are managed considerately.
6. **Respond promptly and cooperatively** to any reasonable instructions or safety notices issued by QCCLT.
7. **Report concerns or incidents** that could affect others' safety, wellbeing, or the Trust's property.
8. **Maintain confidentiality** where QCCLT information or other tenants' information is disclosed in confidence.

Breaches

Where a tenant or licensee (or their visitor or employee) acts contrary to this Code:

- QCCLT may first seek informal resolution, dialogue, or mediation;
- Persistent or serious breaches may be handled under the Trust's Complaints or Enforcement Procedures, and may lead to written warnings, suspension of building access, or termination of tenancy or licence in accordance with contract terms.

Each tenant or licensee will be provided with a copy of this Code of Conduct and must confirm their understanding and acceptance of it in writing, normally at the time their tenancy or licence is signed or renewed.
