



Conflict of interest policy

Policy brief & purpose

Our Charity **Conflict of Interest Policy** refers to any case where a volunteer or employee's personal interest might contradict the interests of Tools with a Mission (TWAM). This is an unwanted circumstance as it may have implications on the volunteer's judgement and commitment to their role or the reputation of TWAM.

This policy will outline the rules regarding conflict of interest and the responsibilities of volunteers, employees and the charity in resolving any such discrepancies.

Scope

This Charity conflict of interest policy applies to all new and existing volunteers and employees.

Policy elements

The relationship of TWAM with its volunteers and employees is based on mutual trust. We are committed to supporting and valuing our both but expect them to act similarly in the interests of TWAM. The roles and responsibilities are set out in the volunteer and employee handbooks.

A conflict of interest may occur whenever a volunteer or employee's interest in a particular subject may lead them to actions, activities or relationships that undermine the work of the charity and potentially place it to disadvantage.

What is a conflict of interest?

This situation may take many different forms but can include, but is not limited to:

- Using their role within the Charity to their personal advantage
- Using connections obtained through the Charity for their own private purposes
- Using company equipment or means to support an external business without express permission from their TWAM contact or Line Manager.
- Acting in ways that may compromise the company's legality (e.g. taking bribes or bribing representatives of legal authorities)

The possibility that a conflict of interest may occur should be addressed and resolved before any actual damage is done. Therefore, when a volunteer understands or suspects that a conflict of interest exists, they should bring this matter to the attention of their main point of contact or Line Manager so that advice can be given and any corrective action taken.

The responsibility of resolving a conflict of interest starts from the volunteer or employees' point of contact. Only in the event that a solution that is satisfactory to all concerned cannot be found can the conflict be escalated to the Chief Executive who will have the final decision. All conflicts of interest will be resolved as fairly as possible.



In general, volunteers and employees are advised to avoid as far as possible letting personal and/or financial interests and external activities come into opposition with the charities fundamental interests. In cases when a conflict of interest is deliberately concealed or when a solution cannot be found, action may need to be taken which ultimately results in a volunteer role being withdrawn or the employee entering the disciplinary procedure.

- First point of contact for volunteer tool collectors is Paul Daley, our Volunteer Coordinator and he can be contacted on pauld@twam.uk or 01473 210220.
- Volunteers in other teams should contact their Refurbishment Centre Manager or Van Team Coordinator. If this is not possible any volunteer can contact Paul direct.
- Employees should refer the matter to their Line Manager or in their absence the Chief Executive.

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