



## **CODE OF PRACTICE FOR HRNET VOLUNTEERS**

### **Purpose of HRNet**

HRNet is a service for charities and voluntary organisations provided by The Cranfield Trust (the "Trust"). The purpose of HRNet is to allow Members to share ideas and information on human resource issues and to build a resource of useful HR information. It also allows Members to obtain help HR problems from our panel of HR professionals from the commercial and voluntary sectors

Its Members are registered charities and voluntary organisations

### **Panel of Volunteers**

You have volunteered to be a volunteer panel member. As such you may be contacted by the Trust from time to time, and asked to respond to question(s) submitted to the HRNet website by its Members, by giving details of your experience of the relevant matter. It is intended that information so provided is for general information only, and does not constitute advice or recommendations in particular cases.

Members are specifically warned, as part of our HRNet Website Terms and Conditions, that they should not rely on information provided on the HRNet website (including in response to queries raised, and whether by other Members and/or volunteers) as the basis for making any business, legal or other decision and that they should seek appropriate independent advice before making any such decision. A copy of our current HRNet Website Terms and Conditions are available on the Cranfield Trust website. You are advised to check the main Cranfield Trust website regularly at [www.cranfieldtrust.org](http://www.cranfieldtrust.org) for updates. The Trust disclaims liability for any loss or damage resulting from or connected with a Member's use of HRNet and whether in negligence, misrepresentation, contract or otherwise (again, please see our HRNet Website Terms and Conditions from time to time in force).

You will be provided with a password to access the HRNet website. This password is for your own personal use and it is your responsibility to keep the password safe and secure at all times.

No obligation to provide questions for response or for volunteer to respond

It is recognised by the Trust that as a volunteer, there is no obligation upon you to agree to respond to a query when we request that you do so. We would simply ask that, if you decide for whatever reason that you are not able/available to respond to a query, you should please let us know promptly. Equally, there is no obligation on us to ask you to respond to any query at all.

### **Privacy Policy**

As a volunteer, you have provided us with certain information including information from which you can be personally identified ("Personal Information"). We use your Personal Information within our organization and treat it in the strictest confidence. In addition, from time to time, we may provide anonymised information about our volunteers to outside organisations. We will not, however, provide your Personal Information to third parties without your prior consent, such consent not to be unreasonably withheld.

### **No fees or expenses**

The Trust pays no fees expenses or remuneration of any nature whatsoever to those on its panel of HRNet volunteers.

### **Requirements when responding to Member queries**

The Trust aims to provide a first rate service to its charity clients. We therefore expect you to apply the same professional standards when supplying answers to their queries as you would in your paid work. Where you do respond to a Member query, in doing so, you should be aware of and fully comply with the Community Rules contained within the HRNet Website Terms and Conditions (as from time to time in force) and be aware that as well as being posted on the HRNet website, details of your response may also be included in soft and hard copy newsletters prepared by the Trust for circulation to HRNet Members. The Trust's current HRNet Website Terms and Conditions containing the Community Rules are available at [www.cranfieldtrust.org](http://www.cranfieldtrust.org). You are advised to check the Cranfield Trust website regularly for updates.

In responding to any such queries, you should also use all reasonable care to ensure that your response accurately reflects your experience; highlight any particular issue which may make your experience different from that required to answer the question, (for example, how recent was your experience/are there any grounds to believe that the law has changed since then?) and you shall otherwise comply fully with the CIPD Code of Professional Conduct.

### **Confidentiality**

Your attention is drawn to the confidentiality provisions in the HRNet Website Terms and Conditions which shall apply to volunteers in the same way as to Members. Information which is designated as confidential by a Member must be treated as such by you.

### **Data protection obligations**

As a volunteer panel member you will have access to personal information provided by HRNet Members from which individuals can be identified ("Personal Data"). You will not disclose or in any way use this Personal Data except to the extent necessary to respond to queries from HRNet Members. In all your dealings with Personal Data you will comply with data protection legislation and any instructions given to you from time to time by the relevant Member or the Trust.

### **Ownership of copyright/other IP issues.**

All material that you post on the HRNet website must comply with the Community Rules with regard to the intellectual property and information contained within your response. As a volunteer panel member you grant the Trust an unrestricted worldwide royalty free irrevocable perpetual licence to use and exploit however we see fit (including via publication on the HRNet website and other HRNet publications) any material produced and/or submitted by you in connection with your duties as a volunteer panel member together with a waiver of moral rights.

### **Right to remove volunteer from panel in particular cases**

We reserve the unfettered right in our complete discretion to remove volunteers from the panel for any reason at any time. We expect certain standards of conduct of our volunteer panel members and, if those standards are not met, without limitation we may remove volunteers from the panel. Conduct which might result in a volunteer being removed includes, but is not limited to, breach of this Code of Practice and the Community Rules contained within our HRNet Website Terms and Conditions. You might also be removed from the panel if you consistently fail, or are unable to, respond to Member queries. You will be notified in writing if we decide to remove you from the panel.

### **General periodic review of panel members**

To ensure that our Members are being provided with the highest standard of service, we will periodically carry out a review of our panel members. This may involve a consideration of panel members' expertise and experience, availability, responsiveness and usage and a review of the responses provided by panel members to Member queries. We require you to assist us with our review process by providing any information requested. If, as a result of our review, we decide to remove you from the panel, you will be notified in writing. You will also be notified if, as a result of the review, we have any recommendations for you to improve the standard of service given to our Members.

### **No right after removal to continue to represent self as continuing to be associated with the Trust or HRNet.**

If you are removed from the panel or if you notify the Trust that you no longer wish to be a panel member, you will not subsequently represent yourself in any way as continuing to be associated with the Trust or HRNet.

### **Return of property**

If the Trust provides you with any property to enable you to respond to Member queries, you will, on your removal from the panel or on notifying the Trust that you no longer wish to be a panel member, return all such property and cease use of your password to access the HRNet website immediately. You will also return any property belonging to the Trust and/or cease use of your password to access the HRNet website if the Trust so requests during your membership of the volunteer panel.

(January 2010)