



UNA-UK Membership Conduct

Statement of Expectations

The below statement outlines what individual members can expect from UNA-UK staff, and in return what UNA-UK expects from its members.

UNA-UK seeks to support its members as much as possible in the work that we do together to promote UNA-UK objectives. As a charity we always treat all members respectfully and courteously, striving to be as helpful as possible and seeking to resolve issues raised by individuals to the best of our ability. Where appropriate, we may refer individuals to other organisations who are better placed and have the necessary expertise to support individuals.

UNA-UK expects all members to treat UNA-UK staff with the same respect and courtesy. The UNA-UK Board has a zero-tolerance approach and it is never acceptable to engage in abuse, harassment, or discriminatory behaviour towards UNA-UK staff, volunteers, or other members. UNA-UK members are expected to conduct themselves in a manner which reflects the values of the organisation; which does not negatively impact on the work and experience of staff and other stakeholders; and does not damage UNA-UK's reputation.

UNA-UK will not tolerate behaviour which breaches these expectations under any circumstances.

Where there are any instances of an individual failing to comply with the above expectation standards, such instances will be recorded and permanently attached to the individual's membership record.

Where necessary these records will be shared with the Elected Trustees and the UNA-UK Board, and further action taken as necessary to ensure the wellbeing of UNA-UK staff, volunteers, and other stakeholders. Where necessary, and depending on the severity of the issue, membership will be revoked.

We hope to work together with all members in a respectful and constructive manner towards our shared goal of promoting a strong, credible, and effective UN for a safer, fairer, and more sustainable world.

Process for dealing with breaches to this policy

The process for reporting and resolving issues is set out below, this is to ensure UNA-UK protects the wellbeing of all our staff, volunteers and stakeholders:

- UNA-UK staff, volunteers and stakeholders can report instances of UNA-UK members failing to comply with this policy by emailing info@una.org.uk
- UNA-UK staff will not respond to communications that contain abusive language. UNA-UK will record and retain instances of such behaviour on the member's record.

- Unacceptable behaviour that takes place during an event, meeting, or phone call will result in the immediate removal of the member(s) concerned from the event, meeting, or call; in such instances, abusive members will no longer have access to UNA-UK staff and their queries and ongoing membership will be managed by the Elected Trustees.
- Where this is the first recorded instance for the individual member, the recommendation to the Elected Trustees will be that the individual be given a formal written notice of the breach and reminded of this policy.
- As a last resort the member, and in particular where there are multiple recorded instances of an individual member failing to comply, the recommendation to the UNA-UK Board will be that the individual have their membership of UNA-UK permanently revoked. The member concerned will be notified prior to notification of such action and given the opportunity to provide a statement for Board consideration.
- UNA-UK revocation of a membership may be expedited by the Elected Trustees or the UNA-UK Board, without a written warning, in instances where a member's action(s) are deemed to cause serious offence or concern.