

The Devon and Exeter Institution Code of Conduct

1. The Board of Trustees and staff wish the Devon and Exeter Institution to be a welcoming and comfortable place for all users. We expect all users of the Institution to show respect and care in the way that they behave when communicating with, visiting, or using the premises of DEI at 7 Cathedral Close. 'Users' include members of the Institution, visitors, members of the public, volunteers, members of staff and trustees.

2. We expect users of the Institution to treat other people without discrimination, and this is protected by law, under the Equality Act 2010, which protects the characteristics of:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

All users should be treated with dignity and respect, and in accordance with this legislation and with the DEI's Equality and Diversity Policy.

3. We expect users to take care in how they use the DEI building and its collections. Users are expected to follow the DEI's policies and procedures; including having full regard to conservation, security, the use, and interpretation of sensitive materials in the collection and other risks to the collections and heritage site.

4. We expect staff to be treated politely and respectfully in their place of work. The Board of Trustees have a duty of care to ensure this happens, under employment law and the Employment Rights Act, 1996.

5. Staff and Trustees have the right to ask any user of the Institution to leave, should they behave inappropriately or disrespectfully to others, including any behaviour which puts people, the building, or collections at risk or causes reputational damage.

6. The Board of Trustees reserve the right to bar from the Institution premises or rescind the membership of any user who behaves inappropriately to staff or to other users, or who causes damage to the building or collections. A decision to rescind membership would be made confidentially by the Board of Trustees and a pro rata repayment of annual membership may be made, where appropriate.

7. Staff, Trustees and Volunteers shall not disclose or use for other purposes, personal information held at the Institution, having regard to data protection legislation, and unless authorised to do so.

8. Anyone wishing to raise a conduct complaint should contact the office in writing or via email office@devonandexeterinstitution.org in the first instance and the issue will be escalated to a member of the Leadership Team.

Board of Trustees of the DEI January 2022