

This protocol:

- Applies to all colleagues, volunteers, agency workers, contractors and individuals on placement with CHSS.
- Replaces the Guidelines for Staff and Volunteers in relation to Gifts and Hospitality (last reviewed September 2013).
- In compliance with the No Life Half Lived Strategy: *“To be effective and accountable in all that we do.”*
- This protocol is not contractual and may be updated or amended at any time.

1. Introduction

- 1.1 This HR Protocol applies to gifts or hospitality either offered from or offered to third parties (e.g. individuals, organisations or companies outside the charity).
- 1.2 It is acknowledged that people who receive CHSS services may feel they should express their thanks personally with a gift so it is important that we have clear guidance for all involved.
- 1.3 Whilst we do not intend to be involved in the private lives of our colleagues, we expect all colleagues to consider the impact of conduct and behaviour within and out with CHSS that may put into question the work and reputation of the charity.

2. Definitions

- 2.1 Gifts are physical objects (including cash) offered by a person or organisation outside the charity to a person or team within the charity. Gifts are categorised as follows:
 - Category A: little or no intrinsic value - these items are under £10 in value, for example, pens or notebooks given out at conferences.
 - Category B: estimated intrinsic value £10-£50 - for example, flowers, a bottle of wine, etc.



- Category C: gifts valued over £50 - for example, a case of wine or expensive hamper.
- Category D: gifts from a contractor or supplier with which we are considering entering a contract; any gift of cash which is not a donation to the charity.

2.2 Hospitality can be defined as any food, drink, accommodation or entertainment provided free of charge or heavily discounted. In the context of virtual events, hospitality could be food or drink sent to be consumed during the virtual event.

3. General Principles

- 3.1 All offers of gifts and hospitality must be declared to your manager or colleagues contact, regardless of whether they are being accepted or declined.
- 3.2 Before accepting or offering any gifts or hospitality, you must consider whether doing so is in the direct interest of the charity and proportionate to that interest. When considering this, think about whether a member of the public, knowing the facts of the matter, would see anything improper or suspicious in the gift or hospitality being offered or received. If you have any doubts, you should speak to your manager.
- 3.3 Any gifts received from contractors or suppliers should be given to the charity, for example, a box of chocolates donated should be shared in the shop with colleagues and volunteers, with the knowledge of your line manager.
- 3.4 No gifts should be exchanged with a service user as this may put into question professional boundaries. Any offer of a gift should be declined. However, if the service user wants to make a donation as thanks for services provided they can do this through our Fundraising Team.
- 3.5 One-off gifts of a trivial nature may be offered to third parties where it is normal and reasonable. For example, a box of chocolates may be given to a speaker at a local event.
- 3.6 There are occasions where it may be appropriate to give recognition to a service user, for example, on the occasion of a significant birthday or on leaving the service. In this instance it is acceptable for a card to be given from CHSS. The card should name Chest Heart & Stroke Scotland in addition to any colleagues or volunteers involved with the service user.



- 3.7 You should avoid the offer of hospitality from suppliers or contractors who wish to enter into business with us. This is to maintain professional boundaries and to avoid any question of influence in using that supplier or contractor. To avoid any suggestion of impropriety any offer of hospitality, you should discuss this with your line manager to decide if it is appropriate to accept. In these cases, your line manager will inform the Director (and Head of Function where relevant) to determine whether to accept the offer of hospitality.
- 3.8 You should not offer gifts or hospitality to others working or seeking to work with the charity.
- 3.9 Appendix 1 summarises what can or cannot be accepted by third parties. All colleagues should refer to this appendix to avoid any doubt and to avoid breaching this protocol.

4. Responsibilities

- 4.1 The following responsibilities apply in relation to this HR Protocol:
- 4.1.1 Line managers of colleagues and volunteers are responsible for ensuring that their teams are aware of what to do when offered gifts or hospitality.
- 4.1.2 All colleagues and volunteers are responsible for reporting offers of gifts or hospitality to their line manager.

5. Breaches of this HR Protocol

- 5.1 Colleagues who have not acted in accordance with this HR Protocol, will be regarded as breaching our Code of Conduct. A potential outcome may be disciplinary action and, in serious cases, a potential outcome may be dismissal on the grounds of gross misconduct.
- 5.2 Volunteers who have not acted in accordance with this HR Protocol will be investigated under our Volunteer Complaints Policy and may result in withdrawal from their volunteering role.



6. Review

- 6.1 This protocol will be reviewed in 3 years or earlier if deemed appropriate.

Document Control

Revision	Details	Date
1	First draft – review by HR Team and Head of Volunteering	27/10/2021
2	Second draft – review by SCC	02/11/2021
3	First issue	



Appendix 1: Offers of gifts or hospitality made by third parties to colleagues or volunteers

	Can accept	Report to / approved by	Additional notes
GIFTS OFFERED BY THIRD PARTIES			
Category A (little or no intrinsic value)	Yes	Line manager	If you receive repeated category A gifts from the same source in a single year you must report these to your line manager.
Category B (£10-£50 intrinsic value)	Yes	Line manager	Your line manager will agree what to do with the gift, ie share or donate.
Category C (over £50 intrinsic value)	No	Line manager (gifts over £100 approved by Director)	On occasions it may be difficult to refuse a high value gift in these cases the gift should be donated.
Category D	No	Line manager and Director	Must not be accepted in any circumstances. Gifts of cash which are not donations to the charity must never be accepted.
HOSPITALITY OFFERED BY THIRD PARTIES			
Hospitality (such as a working lunch/dinner or overnight stay).	Yes	Line manager	The value of all such hospitality must be reasonable in the circumstances.
Occasional events like annual dinners of an organisation you work with or working lunches during a visit for work purposes	Yes	Line manager	The total cost of the hospitality must be reasonable. The cost should not be more than £100. You need to be sure that the event could not be seen as an attempt to influence your work for the charity.



	Can accept	Report to / approved by	Additional notes
Virtual hospitality in circumstances where conventional in-person would have been accepted.	Yes	Line manager and Director	Should not include items that cannot reasonably be consumed during the event - such items should be considered gifts and dealt with as such.
Hospitality over £100 or frequent invitations	Within limits	Director / CEO	Any event or hospitality over £100 in value must be approved by your director in advance (your Volunteer Line Manager). If you are receiving frequent invitations to events you should speak to your director. CEO approval is required for any hospitality over a value of £500 for a single colleague's member in a calendar year.

