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CAMRA Code of Conduct

Introduction

The purpose of this Code is to offer, guidance to members of the Campaign for Real Ale as to how they are expected to represent CAMRA while going about what would be considered to be the normal business of campaigning. Section 4.0 is a copy of the previously published Declaration of Interest.

Where the terms should, should not, must or must not are used, these directives must be adhered to.

Matters and issues relating to the CAMRA Code of Conduct should, in the first instance, be reported to your branch chairman. They may then be escalated to the Regional Director, the National Executive (NE) member responsible for Volunteers or, depending on the seriousness of the matter, the Chairman of Disciplinary Committee.

1.0 Personal Conduct

- 1.1 Members should behave in a way that would not cause any embarrassment to the Campaign overall. Common sense should prevail in dealings with fellow members regardless of gender, ethnic origin, creed, disability or sexual orientation. In the first instance, regard all members as friends or family and treat them with respect and civility. While you may not get on with a particular person, this should not manifest itself in unreasonable behaviour towards them.
- 1.2 When communicating with CAMRA members of staff by telephone, email or in person you should treat them with respect and civility in the same way as you would a work or business colleague. You should remember that they are only doing their assigned job and are not responsible for defining internal and external policy or setting campaigning objectives, which are the responsibility of the NE and national committees. This principle includes staff involvement in committee meetings where it is the responsibility of the committee chairman to ensure members of staff are treated appropriately.
- 1.3 Everyone is entitled to their own opinion if you disagree with what another member is suggesting or proposing, this disagreement should be dealt with in an appropriate, business-like manner, particularly when in the presence of non-members, the press or any other media representatives.
- 1.4 When invited to represent CAMRA at official engagements, members should consider and be aware of their appearance and conduct themselves in a professional manner that befits the image of CAMRA as an established and respected national consumer organisation.
- 1.5 Members must not commit CAMRA at local, regional or national level to any undertaking which is contrary to the Articles of Association or accepted policy as defined in the Internal and External Policy Documents (IPD & EPD).
- 1.6 When attending official regional and national CAMRA meetings that are designated as dry meeting no alcohol is permitted to be drunk during the meeting until such time as the chairman declares otherwise
- 1.7 When attending official regional and national CAMRA meetings which are not designated as dry meetings, members should limit their alcohol intake in order to avoid disrupting the business being conducted.
- 1.8 Members must be mindful of the manner in which they interact with other volunteers at CAMRA events particularly when in a position of authority (e.g. as Beer Festival Organiser or Bar Manager) to ensure that they do not say anything or act in a manner which may cause offence or physical injury and lead to accusations of harassment and/or bullying.



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- 1.9** Members must be mindful that anything published on social media, including private accounts, constitutes publication.
- 2.0 Policy**
- 2.1** Before discussing CAMRA policy publicly, members should consult the IPD or EPD and obtain advice from the relevant Regional Director or appointed representative of the NE to ensure they are clear on the up-to-date position.
- 2.2** If expressing personal opinions or making statements that differ from stated policy, this should be made clear with a disclaimer, if necessary, particularly if the statement is included in a CAMRA document that could be read by non-members and/or published on the internet.
- 2.3** Documents or information that are clearly confidential and intended for internal CAMRA use only should not be made public whether in printed form, on a website, blog or any other such internet communications, nor should hard copies be left in rooms after meetings. Examples are minutes, financial accounts and internal correspondence including memos and letters. This also includes adherence to electronic security including not sharing passwords, leaving laptops or tablets unlocked and/or left unprotected from potential theft.
- 2.4** Any correspondence between CAMRA members that is addressed to a particular person and is intended for personal consumption must not be reproduced in either printed or electronic format so that it can be viewed or read by a third party without the agreement of the corresponding parties.
- 2.5** CAMRA publications (Branch magazines, websites and the like) and correspondence must not be used to attack, criticise or castigate another member, Branch, committee or employee of CAMRA.
- 2.6** CAMRA members or Branches should not ask for, or expect, a permanent discount from any pub, brewery or cider maker,
- 3.0 Communications**
- 3.1** CAMRA stationery including letter headings and compliments slips or emails, which include the CAMRA logo, must only be used for official communications and correspondence. Official correspondence includes, but is not limited, to the following:
- Letters, memos or emails on behalf of a Branch;
 - Letters, memos or emails by one Branch Official on behalf of a Branch that are done with the approval of the Branch Committee and do not include personal opinions or views;
 - Letters, memos or emails by a Regional Director or other appointed representative of the NE, provided that they do not include personal opinions or views particularly if these are contrary to stated CAMRA policy;
 - Letters, memos or emails by a member of the NE, provided that they do not include personal opinions that are contrary to stated CAMRA policy;
 - Letters, memos or emails by a full time member of staff in the normal course of administering the Campaign.
- 3.2** Individual members must not use CAMRA stationery to communicate personal opinions or complaints to an external party or non-member of the Campaign.



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- 3.3** Members must consider the sensitivity of information when communicating a warning or advice. For example, when a beer has been condemned at a Beer Festival for whatever reason, the first parties to be advised should be the brewer or brewing company and the Brewery Liaison Officer, it must not be CAMRA or other internet groups, the general public or press. Members must not release or circulate any information that is considered to be Commercial in Confidence and/or could cause embarrassment if made public in the press or other media. For example, when a Branch selects pubs for inclusion in the Good Beer Guide (GBG), the status of a particular pub included should not be unnecessarily circulated to members, discussed in public, and most definitely not with the owners, licensees or landlords prior to the GBG being published unless it is made abundantly clear that the communication of this information is embargoed until after the GBG is published.
- 3.4** All correspondence undertaken on behalf of CAMRA that specifically identifies an individual must be factual, polite and appropriate.
- 4.0 Declaration of Interest**
- 4.1** Members are expected to declare conflicts of interest where members' outside interests conflict with those of CAMRA. The Charity Commission defines conflict of interest as: "A **conflict of interest** is any situation in which a trustee's personal **interests** or loyalties could, or could be seen to, prevent the trustee from making a decision only in the best **interests** of the **charity**". This can apply to anyone not just a director (trustee), including a volunteer or member of staff
- 4.2** As well as direct financial interest, members should declare an interest and refrain from discussing and voting on any item where it could be reasonably seen by members of the public that they might be biased on the basis of their indirect financial interest, employment or the similar interests of a close relative or partner.
- 4.3** An example of this might be licensees who are involved in voting for Branch GBG entries or pub awards. Where their pub is in the Branch area, an interest should be declared and the member concerned should not participate in the decision by either speaking or voting. If the member is chairing the meeting, they should vacate the chair for that item.
- 4.4** This guidance is not intended to be overly prescriptive on this issue and, for instance, should not be taken to mean that someone with a handful of shares in a major brewery should be prevented from participating in GBG discussions where the brewery has a tied house in the area (usually shareholdings are normally considered significant when they exceed 1% of issued share capital). However, CAMRA is an independent consumer organisation and anything that brings that independence into dispute clearly weakens our ability to campaign effectively.
- 4.5** Accordingly, it is recommended to all members that if they have an interest that might suggest that they might be voting for reasons other than those of supporting the interests of local drinkers then they should declare an interest and not participate in the debate or vote on the matter.

If you have any suggestions for inclusion in or revision of this Code, or are in doubt as to its content or implementation, then please contact a member of the NE, Branches Committee (Regional Directors) or a national committee chairman. Contact details can be found in What's Brewing both the paper and electronic format



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5.0 Related Documents

Articles of Association	Internal Policy Document	External Policy Document
Membership Booklet	Brand guidelines	CAMRA staff structure
CAMRA National Committee and Advisory Group Structure		Volunteers' Charter
GBG Press Embargo Guidelines	Membership Charter	

The above documents are available on request from the CAMRA Office and on the members' website.



