POLICY 03

Code of Conduct and Professional Boundaries

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Purpose and scope

These standards apply at TBGN activities, online and in person, and whenever someone represents the initiative.

Conduct and boundaries

Treat people with dignity. Bullying, intimidation, exploitation, coercion, discriminatory remarks and misuse of resources are prohibited.

Mentors and facilitators must use approved channels and documented arrangements for one-to-one contact. They must never solicit private payments, loans, recruitment commissions or personal relationships from participants.

Information and reporting

Use participant, partner and donor information only for assigned work. Obtain authorization before sharing private messages, screenshots or recordings. Raise concerns promptly through the complaints process and cooperate with a fair review.

TBGN may apply proportionate corrective measures, up to suspension, removal, termination of an agreement or referral to authorities. Give the affected person a fair opportunity to respond where safety and law permit. Retaliation and interference are prohibited.

Digital conduct

Never impersonate someone, fabricate qualifications, misrepresent automated evidence or use AI to make sensitive participant decisions. Explain material AI assistance where its use could mislead participants about who prepared the work.

Records and review

The responsible lead keeps the records needed to demonstrate implementation, including relevant approvals, training, checks, incidents and corrective actions. Review this policy at least annually and after a material incident, change in law or funding, or significant program expansion. Refer material changes to the authority designated by Potter's House.

Standards for AI-assisted work

Use approved tools for a defined learning or operational purpose. A person reviews AI-assisted work, checks substantive claims against reliable sources and decides what to use. Protect private information, disclose material AI use and provide an accessible alternative where needed. Record the purpose, tool and permissions, privacy checks, verification, incidents and follow-up.