

Effective 01 September 2024

1. Introduction

Chatham House ('the Institute') is dedicated to nurturing a diverse community of members. Members are central to the work of the organization. They are invited to engage in debates, to provide ideas and to support events. The contribution of members enriches our activities and informs our decision making. The Institute occupies a position of respect and trust, enabling debate and discussion on a wide range of significant international policy issues. Members are expected to play their part in upholding this position of authority by demonstrating exemplary personal behaviours.

2. Introduction to the Rule

Integral to the Members Code is observance of the Chatham House Rule (see section 5 below).

The **Chatham House Rule** reads as follows:

When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.

In practice, only a small proportion of meetings at the Institute employ the Chatham House Rule. More detail on this can be found in section 5.

Any reported breach or alleged breach of the Rule or the Code by a member will be dealt with as part of the defined disciplinary process set out within this Code.

3. The 'Terms and conditions – individual membership and supporters' document

The separate Terms and Conditions document covers, inter alia, the following topics: the administration of becoming a member; definitions of different types of membership; data protection policies; definition of the rule and its application; payment and subscription details; and a summary of standards expected. To the extent that the Members Code of Conduct and the terms and conditions conflict, the Members Code of Conduct will prevail.

4. Member Behaviour and agreement

To create the enabling, welcoming and inclusive environment necessary to support the institute's mission, purposes and values, the following standards of behaviour are expected from members.

During all interactions with the Institute, both online and in-person, members must uphold high standards of behaviour, avoiding actions that could either wrongfully cause distress or harm to others or bring the institute into disrepute. Unreasonable, aggressive, or abusive behaviour that may cause others to feel threatened or abused will not be tolerated. This includes but is not limited to verbal or online abuse; derogatory remarks; threats; obscene or offensive language; discriminatory remarks; unsubstantiated allegations. Activity by any member which may conflict with the Institutes' Objects, mission or values will not be tolerated.

Members agree to act with fairness, honesty, respect and integrity as well as in accordance with the Institute's core values: Independence, inclusivity and diversity and collaboration, set out here: www.chathamhouse.org/about-us/our-mission-and-values.

Members also agree to act in compliance with the Chatham House Rule where it is employed and in accordance with the Institute's Charter and Byelaws.

A. Visiting Rules

- To gain entry to the Institute, a member must show their membership card at Reception. Membership cards are issued to full members and nominated corporate members only. Lost cards may incur replacement charges. Associate members visiting by appointment, who do not have a card, should provide their membership number at reception. Those visiting the library will be provided with a temporary door access card, which must be signed out and back in on the same day.
- Membership is non-transferable, and benefits/cards should not be shared. The Institute reserves the right to terminate membership for unauthorized transfers.
- Full and nominated members may bring one guest to most events with advance registration, with the right for the Institute to refuse entry to a member's guest. The guest should be a different person each time within one calendar year.
- Members under 18 must be accompanied by an adult (18+) at all times. Entry to events with alcohol service may be restricted.
- Use of Chatham House affiliation on personal business cards, articles, or public platforms is subject to specific approval to protect the institute's research integrity. Members should contact the membership team for guidance on the appropriate use of their affiliation.
- All visitors, including non-members, are expected to adhere to this **Visitor Code**:

We have a simple five-point request of visitors:

Visitors should:

- act with respect and courtesy;
- behave appropriately, avoiding aggression or discrimination;
- refrain from activity which wrongfully causes distress or harm to others;
- refrain from activity or undertakings that undermine the house or bring it into disrepute;
- respect the Chatham House Rule when it is applied.

The Code will be made visible at entrances to events and meetings and also on relevant event, registration and marketing literature. The Institute reserves the right to:

- 1) exclude any individual from entering the premises or
- 2) to request that an individual leave the premises.

Infringement of the Code may affect future visiting rights and the Institute reserves the rights to notify external authorities where necessary.

B. Event Registration and Attendance

- Members must understand that event capacity is limited, and not all members can attend every event.
- The Institute usually operates on a 'first come, first served' basis for event registration. For high profile events, registration may be decided by a ballot.
- Members must register for events in advance. Those who arrive having not registered are likely to be turned away due to capacity constraints.
- Chatham House reserves the right to choose the speakers, contributors and attendees for any event (online or in person).

C. Appearing in Event Content

- By registering for an event, members and their guests consent to appearing in official event photographs and video footage for marketing and publicity purposes.
- The Institute is not responsible for third-party photography or video shared without its knowledge. More information on how we may use and share your information can be found at www.chathamhouse.org/events/event-guidelines and www.chathamhouse.org/privacy-and-cookie-policies

D. Conduct during Events

- At every Chatham House event time is made available for the audience to put their questions to the speaker(s). Due to time constraints, it is not usually possible for all questions to be answered, but members and guest participants are expected to ask concise and pertinent questions, during the designated Q&A session, to help allow equal opportunity for participation for all attendees.
- At online events, hosted on *Zoom* or *MS Teams* (or their equivalent) the chat function is usually disabled. Members can submit Questions using Q&A functionality and comments will be deleted to support the Chair's visibility of questions.
- At in person events, unauthorised distribution of literature or marketing materials not authored by or copyrighted to Chatham House within the premises is prohibited.

E. Event Attendee Behaviour

- All attendees, including remote participants, must adhere to high standards of behaviour at all times and not to take any action or undertake any activity that might bring the institute into disrepute. They are expected to treat other members, guests and staff with courtesy and respect.
- Compliance with reasonable instructions from the Institute's staff or other appointed individuals is mandatory.
- Aggressive, discriminating, or disrespectful behaviour will not be tolerated as referenced within the disciplinary process in this code, the Institute reserves the right to refuse access to future events and terminate membership in such cases.
- Complaints regarding behaviour can be directed to the Senior Management Team at membership@chathamhouse.org in the first instance.
- Chatham House staff are expected to be diligent, professional and courteous at all times. However, if you have a complaint regarding staff behaviour please contact Human Resources, hr@chathamhouse.org.

5. Chatham House Rule and its application

A. Explanation of the rule:

- The rule originated at Chatham House in 1927 with the aim of providing anonymity to speakers. It is now used throughout the world as an aid to free discussion. Meetings do not have to take place at Chatham House, or be organized by Chatham House, to be held under the Rule.
- Any group of individuals in any sector can use the Rule as a pre-agreed guide for running an event, especially when sensitive issues will be discussed. Used effectively, the Chatham House Rule helps to bring people together, break down barriers, generate ideas and agree solutions. The Institute does not have responsibility for any breach of the rule at any event not hosted by the Institute.
- Meetings, events and discussions held at Chatham House are normally conducted 'on the record' with the Rule occasionally invoked in relevant cases. In cases where the Rule is not considered sufficiently strict, an event may be held 'off the record'.

Definitions:

- **Chatham House Rule:** participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.
- **On the record:** The information can be used with no caveats, quoting the source by name.
- **Off the record:** The information cannot be used for publication.

More detail can be found, and frequently asked questions, can be found at www.chathamhouse.org/about-us/chatham-house-rule

B. Application of the Rule:

- Occasionally the Chatham House Rule will be invoked at meetings to encourage openness and the sharing of information. The rule is aimed at those meetings where participants may otherwise feel constrained in providing views, perhaps because of a perceived allegiance to another person, to a view or ideology, to a leadership group, government or political party; to a locality; to an employer or to a related organisation.
- Administrative and business-as-usual, meetings (particularly those with internal employees), are highly unlikely to use the rule. Meetings where all the invited participants have agreed that they are content for publicity would not be suitable for the rule's application (e.g. If the meeting is in reality a press conference).
- The rule is not designed to conflict with any competition legislation and legal advice may be sought on competition law in the rare event that such considerations may apply.
- Any individual should always be free to check whether their meeting is being carried out under the rule and to raise questions about its application at any stage.
- It is essential that participants are clear from the outset whether the rule will apply to all or part of any meeting and any agreement for its application should be recorded in writing. It should not be assumed that the rule is understood by all participants so it should be read out in full or sent in advance to all participants. Chatham House event organisers and hosts will confirm the application of the rule on each relevant occasion. Members who are uncertain about whether they can share the content of an event should contact membersevents@chathamhouse.org for guidance before proceeding.
- Chatham House will take disciplinary action against a member or guest who breaks the Rule. This could mean exclusion from future the institute's activities including events and conferences.

Participants at meetings held under the Chatham House Rule must abide by it. Those who do not, will be subject to the disciplinary process set out in this Code and may, in serious cases, have their membership terminated with immediate effect.

6. Code of Conduct breach: Procedure for complaints by members

All members and Council members are subject to the same disciplinary procedure which is derived from the Byelaws within the Schedule to the Charter.

If a complaint is received in any form about the behaviour or activities of any member (or members), the following process will be applied. It is also possible that a member may self-report to the Institute, or the Institute may commence this disciplinary procedure following an incident or issue.

A. Stage 1, The first Triage review and decision-making

- i. To support the Chief Executive Officer with decision making, at least two of the Chief Operating Officer, the Head of the Academy and Individual Membership, the Head of Corporate Relations and the Head of Events ('the Stage 1 Reviewers') will acknowledge the complaint as soon as practicable. They will then 'triage' the complaint to establish whether there is an appropriate short-term solution

which will resolve the issue (e.g. by way of a written apology or a clarification of a misunderstanding). They may write to the member to request certain activity or provision of information.

- ii. The member may be requested to refrain from certain behaviour or activity. The member may receive a 'warning letter.' This may state that such behaviour or activity will not be tolerated and should not be repeated.
- iii. If a short-term solution is not reasonably possible or appropriate, the Stage 1 Reviewers will consider whether they need the assistance of external advisers and whether they require internal or external experts or investigators. They should give careful consideration to the confidentiality of the issue and make referrals beyond the Stage 1 Reviewers only on a 'need to know' basis. They may invite the member or other individuals with information to meetings to learn more about the issue. In more serious cases, the Stage 1 Reviewers should consider the guidance for reporting Serious Incidents to the Charity Commission. Where necessary they will investigate the matter calling upon relevant witnesses and information.
- iv. If the complaint involves complex issues or actual or threatened proceedings by the complainant(s), the Stage 1 Reviewers may appoint their own external legal advisors. Insurers may need to be notified at an early stage under the Trustee Indemnity insurance if the complaint is against a Council member or the public liability insurance if the organisation may be sued. The insurance may provide legal defence costs cover.
- v. The complaint should be recorded on the internal complaints log and appropriate updates made with confidentiality in mind.
- vi. In more serious matters, where applicable, the Stage 1 Reviewers will request the approval and direction of the Chief Executive Officer to suspend or revoke terminate the membership of the individual member. In accordance with the Byelaws, the Chief Executive Officer has absolute discretion to revoke membership where in their opinion there has been a serious breach of the Membership Terms and Conditions or this Code of Conduct. The Chief Executive Officer (or their delegate) will write to the member advising them of the decision to revoke or suspend membership. Termination may be with immediate effect, particularly where there are reasonable grounds to consider that there is any risk to other individuals. Termination amounts to an automatic bar on attendance at any Chatham House premises or events and the same will apply to any period of suspension.
- vii. The member that is subject to the complaint should be notified in writing of the Stage 1 Reviewers decision making process and activities as soon as practicable. In the event of a termination, the member has a right of appeal to that decision and they should commence that appeal within 21 working days of receipt of the termination decision. The Stage 2 Reviewers (defined below) will review any appeal on the termination and respond within 30 working days, subject to any other timeframe running within this procedure.
- viii. At any stage, the complainant(s) or the member may have another person with them when providing evidence or information to the reviewers but should provide advance notice of the names and occupation of their accompanying attendees.
- ix. In more serious cases, the Stage 1 Reviewers may decide that external authorities e.g. the police or a regulator, should be informed and they should seek the approval of the Chief Executive Officer to do so, save for when more urgent activity is required. An internal investigation may be halted where appropriate if a police investigation is intimated or underway. The Stage 1 Reviewers should seek

advice about not ‘tipping off’ the individual complained about if there are allegations of fraud, bribery or money laundering.

- x. The institute aims to conduct all Stage 1 triage reviews within 2 weeks. More complex cases may take longer and the Stage 1 Reviewers should explain the reasons for any longer time periods to the complainant(s).

B. Stage 1 Reviewers – conducting an investigation

- i. The investigation may include speaking to (and gathering statements from any witnesses) including the member or members against whom the complaint is made.

- ii. At the end of this stage, the Stage 1 Reviewers may:

Write with their final findings to the complainant(s), the member(s) or the external authorities as necessary, (advising recipients of their appeal rights).

C. Appeal to Stage 2 Review

- i. If the complainant(s) are not happy with the Stage 1 Review findings, they may appeal to the Chair of Council who may choose to appoint up to two other Council members to support decision making in activities. (‘the Stage 2 Reviewer(s)’)
- ii. The Stage 2 Reviewers will review the Stage 1 Reviewer’s decision. They will support the Chair of Council in confirming the Stage 1 decision, reversing all or part of it, confirming whether suspension or termination of membership is appropriate or suggesting a new form of investigation. They may delegate back management of any further investigation to the Stage 1 Reviewers or to management. If further evidence is required, they may ask the Member or other individuals with evidence or knowledge to a meeting. They will review reasonably any request by the member for a further meeting at this stage. The timeframe for a decision on whether termination of membership is appropriate may follow a different timeframe if the member has appealed the decision.
- iii. The Stage 2 Reviewers may seek assistance or notify external authorities in the same way as the Stage 1 Reviewers. The Chair of Council (or their delegate) should write to the complainant(s) with their findings within four weeks of receiving the complainant’s referral to the Stage 2 review. If the matter is complex and requires more time the Stage 2 Reviewers should write to the complainant(s) with reasons for any delay.
- iv. That will conclude the internal procedure for handling complaints against member(s).
- v. This code and procedure is not exhaustive, and members should also familiarise themselves with the terms and conditions of membership, the Institute’s Charter and Byelaws and the Event Guidelines.

D. Procedure for complaints by members about staff or third-party activity or behaviour

- i. Complaints raised by members about staff behaviour will be investigated under the employee disciplinary procedure.