

We want all our Customer Voice Forum (CVF) members to enjoy taking part and we also want to make sure that its work is carried out in a way which is respectful and inclusive. Here is how both we and our members are expected to participate in CVF meetings, projects and activities.

General principles

- We want you to have broad knowledge and familiarity with SHG and how we operate.
- We don't expect you to allow your private, personal, business and/or other outside interests to influence your decisions and must not use your position to obtain personal gain of any sort.
- We want you to contribute effectively and to demonstrate commitment to the role including commitment of time for regular forum meetings and any other duties.
- You are expected to claim reimbursement for your expenses within three months of incurring the expense; all claims should be in line the Board and Committee Expenses Policy.
- We are committed to supporting and developing you with training and events; you're encouraged to attend any training offered by SHG.

Pre-meeting

- We expect you to send apologies if unable to attend; notifying Customer Engagement team whether you're attending the quarterly forum meeting.
- We expect you to review the agenda and pre-meeting documents sent before all meetings (this will be sent out 7 days before the meeting).
- We expect you to actively contribute to their chosen / designated CVF project group.

Meeting

- You are expected to arrive punctually and come prepared for the meeting; having read pre-meeting material and providing project updates as appropriate.
- We want you to be positive and solution focussed; supporting SHG to make customer focussed service improvements. We don't expect you to bring personal issues to the quarterly forum meetings.
- We expect you to switch off any electronic devices other than those required for referencing meeting papers and not to interrupt other Members already speaking and not to hold side discussions during the meeting.
- We expect you to never use swear words, racist, sexist or other discriminatory remarks or behave in a disruptive manner.
- We expect members to try to attend all meetings to which they are designated.