



Code of Conduct

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from 'BeKind' Community Volunteers. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their volunteer role description to a satisfactory standard.
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way.
- Following the charity / community organisation policies and procedures as well as any instructions or directions reasonably given to them.
- Acting honestly, responsibly and with integrity.
- Treating others with fairness, equality, dignity and respect.
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with their designated volunteer manager or direct with Wigan Borough Community Partnership email: volunteer@wbcommunitypartnership.org or telephone 01942 363621
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made.
- Acting in a way that is in line with the purpose and values of the charity/community organisation and that enhances the work of the charity.
- Communicating respectfully and honestly at all times.
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers.
- Reporting any health and safety concerns.
- Directing any questions regarding the charities/community organisations policies, procedures, support or supervision to the designated volunteer manager/supervisor.
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with the charity/community organisation's grievance procedures.

- Declaring any interests that may conflict with their role or the work of the charity (e.g., business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from your volunteer manager/supervisor or Wigan Borough Community Partnership.
- Keeping confidential matters confidential.
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with organisation returning any such documents, material in their possession.
- Seeking authorisation before communicating externally on behalf of the charity/community organisation.
- Maintaining an appropriate standard of dress and personal hygiene.

Volunteers are expected NOT to:

- Bring the charity/community organisation into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.).
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role.
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community).
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering.
- Provide a false or misleading statement, declaration, document, record or claim.
- Engage in any activity that may damage property.
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with charity/community organisation ends, confidential information gained during their role.