

ONTRACK - TENDRING TRANSPORT USERS (AKA “ONTRACK”)

CODE OF CONDUCT FOR OFFICERS & VOLUNTEERS

Introduction

The most essential resource of any VOLUNTARY organisation is its people. Officers and Volunteers play a particularly important part in executing the work of ONTRACK. Charity trustees are responsible for providing leadership to volunteers. This includes supporting and valuing the contribution volunteers make to the aims and objectives of the charity as well as promoting standards of behaviour as outlined in this document.

ONTRACK OFFICERS should support volunteers in carrying out their duties and always, in terms of their conduct, serve as an example of how everyone in ONTRACK should conduct themselves in order to reflect the values and aims of ONTRACK.

This document is intended to assist the OFFICERS in developing a code of conduct for committee members and volunteers which provides guidelines on the standards of behaviour expected of them. It should be read in conjunction with:

Any Code of Conduct for Employees - If recruited: None currently or have been employed

Any Volunteer Recruitment Policy: No Volunteer contractual roles

Grievance & Disciplinary procedures and any quasi contractual volunteer arrangements to follow the guidelines and model employment contracts and manuals as provided by the Advisory, Conciliation and Arbitration Service (ACAS) codes of practice.

This document does not contain an exhaustive description of matters (legal requirements or otherwise) which need to be addressed in the context of the relationship between a charitable organisation and its volunteers.

What is a Code of Conduct for volunteers?

A code of conduct for volunteers defines the **standards of behaviour** expected of volunteers in order to ensure that:

- the charity is effective, open and accountable;
- volunteers have productive and supportive relationships with each other and employees and other persons who interact with the charity.

The Code of Conduct for Volunteers should apply to all volunteers within the charity and should be shared with new volunteers as soon as they agree to take on a volunteering role in the organisation.

The board of charity trustees should review the Code of Conduct for Volunteers at 3-year intervals or as appropriate.

Code of Conduct for Officers & Volunteers

This sample code of conduct for employees should be adapted for your charity by filling in the name of your charity where appropriate and customising as relevant. This sample code of conduct may need to be adapted in order to align with your charity's other policies and procedures as appropriate. Likewise, your charity's other policies and procedures may need to be aligned as appropriate with this sample code of conduct.

ONTRACK TENDRING TRANSPORT USRS (ONTRACK)

Code of Conduct for Volunteers

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of **ONTRACK**. All designated Officers and 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 written **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's 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 ONTRACK with HON SECRETARY "ONTRACK";
- 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 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 ONTRACK's policies, procedures, support or supervision to the volunteer's supervisor;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with ONTRACK'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 the HON Secretary;
- 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 ONTRACK returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of ONTRACK;
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to HON SEC ONTRACK.¹ For the avoidance of doubt, volunteers are not required to disclose the fact or details of ‘spent convictions’ under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to ONTRACK.

Volunteers are expected NOT to:

- Bring the ONTRACK 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, without prior consent of Officers;
- 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 in respect of ONTRACK, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.

¹ In seeking information from volunteers about criminal convictions (or the fact that they have been charged with an offence or given the benefit of the Probation of Offenders Act 1907 (as amended)) charities should comply with data protection law and be aware of the limitations on the circumstances in which it is possible to process such information (e.g. see section 55 of the Data Protection Act 2018). It is also important that charities have due regard to the provisions of the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended). If a charity has any doubt about its rights and responsibilities in this regard, it should obtain legal advice.

- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with [charity name] ends, confidential information gained in the course of their role with [charity name].

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of ONTRACK 's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that ONTRACK may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with ONTRACK.

The board of charity trustees will review the Code of Conduct for Volunteers at [3]-year intervals or as appropriate. The HON. SECRETARY . ONTRACK is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Signed

Name

Date