



NWSPCA Code of Conduct for volunteers

Procedure Brief and Purpose

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

Background

The CRA code recommends that Charity's should have a documented Code of Conduct for all its volunteers.

These requirements and all relevant data were discussed by the Management committee and the following code was agreed upon.

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 the NWSPCA with their appropriate manager.
- 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 the NWSPCA'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 the NWSPCA'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 a member of the NWSPCA management committee



- 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 the NWSPCA returning any such documents, material in their possession.
- Seeking authorisation before communicating externally on behalf of the NWSPCA
- 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) 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 the NWSPCA



Volunteers are expected **NOT** to:

- Bring the charity into disrepute by any means.
- 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 or race.
- 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 the NWSPCA 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.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with the NWSPCA ends, confidential information gained in the course of their role with the NWSPCA.

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

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

The Chairperson of the NWSPCA 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

This document was reviewed by the Board at the April 2024 meeting on 01/04/2024 and was approved