



Volunteer Code of Conduct

Purpose

The purpose of this Code of Conduct is to ensure that all volunteers understand the standards of conduct that are reasonably expected when acting on behalf of The Fire Fighters Charity.

Principles

Our behaviour when representing the Charity is behaviour that embraces our Charity Values.

Our Values are:

Responsive

Engaging

Supportive

Professional

Equitable

Caring

Teamwork

Respect is central to the way we work.

To achieve our Charity's Vision we can all expect the following behaviour from one another in relation to each of our Values:

- be **responsive** by carrying out timely, appropriate and consistent interactions
- be **engaging** by creating a receptive environment and communicating effectively
- be **supportive** by promoting and enabling a positive environment and culture
- be **professional** by continually striving for excellence in all that we do
- be **equitable** by challenging inequalities and treating people fairly
- be **caring** by exhibiting empathy and valuing others, our Charity, and ourselves
- demonstrate **teamwork** by working collaboratively to achieve common goals

Volunteers should demonstrate these values in their interactions with Charity colleagues (both employees and other volunteers).

Relationships with Beneficiaries

All volunteers should behave in a professional manner when interacting with beneficiaries on behalf of the Charity. This includes:

- Avoiding any behaviour which allows beneficiaries to confuse their role with friendship, or that may compromise their ability to protect themselves against allegations of inappropriate behaviour;
- Treating beneficiaries politely and considerately, avoiding any language, gestures or actions that may cause offence;
- Not giving beneficiaries inappropriate personal information about themselves, or about another Charity volunteer or employee;
- Not concealing information about a beneficiary from the Charity where it is relevant to the welfare of the beneficiary;
- Avoiding discrimination and bias and ensuring that they treat all beneficiaries fairly;
- Being sensitive to cultural differences as far as is reasonably practicable and acting in a way that respects the culture of the beneficiary;
- Not encouraging a beneficiary to become overly dependent upon any one particular employee or volunteer.

Hospitality and Gifts

Volunteers should encourage any gift or hospitality offered to be given to the Charity as a donation.

Any volunteer who receives a gift of any kind from a beneficiary or an existing or potential business contact must disclose that they have received the gift, its nature and the identity of the sender to the Charity's Volunteer Lead who can ensure that it is logged on the Charity's hospitality and gifts register. Only gifts that are a small token of appreciation and have no substantial financial value can be accepted.

General Conduct

It is important that volunteers do not conduct themselves in any way that could be detrimental to the Charity, its relationships with beneficiaries, or its image or reputation. This includes, but is not limited to:

- Behaving professionally and respectfully when representing the Charity
- Avoiding commenting negatively about the Charity on social media
- Ensuring that you are fully fit to carry out your volunteer role for the Charity and are not acting under the influence of alcohol or illegal drugs
- Avoiding criminal activity or behaviour
- Ensuring that any political opinions or activity are kept separate from their volunteering activity

Monitoring

Any volunteer who is concerned about, the behaviour of an employee or another Charity volunteer in relation to this Code of Conduct should raise the matter to the relevant individual as outlined in the Charity's 'Resolving Problems and Concerns Procedure'.