



Shildon Railway Institute

# **Code of Conduct for Volunteers**

Version 1.1 (Adopted): 11 Jun 2023

Reviewed and Revalidated: 26 Sep 2025

## **Introduction**

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

The staff and management committee should support volunteers in carrying out their duties and always, in terms of their conduct, serve as an example of how everyone in the organisation should conduct themselves in order to reflect the values of the organisation.

This document is a code of conduct for volunteers which provides guidelines on the standards of behaviour expected of them.

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

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

The management committee should review the Code of Conduct for Volunteers at annual intervals or as appropriate.

# Shildon Railway Institute

## 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 Shildon railway Institute. 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 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 organisation'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 Shildon Railway Institute with the management committee;
- 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 organisation and that enhances the work of the organisation;
- 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 or safeguarding concerns to a member of staff or the Management Committee;
- Directing any questions regarding Shildon Railway Institute'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 Shildon Railway Institute's grievance procedures;
- Declaring any interests that may conflict with their role or the work of the organisation (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from the 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 Shildon Railway Institute returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of Shildon Railway Institute;
- 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 the management committee. 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 Shildon Railway Institute.

Volunteers are expected NOT to:

- Bring the 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 in respect of Shildon Railway Institute, its volunteers, employees or organisation 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 Shildon Railway Institute ends, confidential information gained in the course of their role with Shildon Railway Institute.

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

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

The board of organisation trustees will review the Code of Conduct for Volunteers at annual intervals or as appropriate. The management committee is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including organisation trustees, are expected to facilitate this process.

Signed .....

Name .....

Date .....