

Code of Conduct for Stairway to Heaven Charity Volunteers



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Volunteers Code of Conduct

As a valued volunteer with Stairway to Heaven Charity, you play an essential role in upholding our values and ensuring a safe and respectful environment for all. By adhering to this Code of Conduct, you contribute to the well-being of our community and the success of our mission.

Expected Behaviour:

- **Integrity and Honesty:** Act with unwavering integrity and honesty in all your interactions and responsibilities.
- **Compliance:** Familiarise yourself with and adhere to the charity's policies and guidelines relevant to your role.
- **Training:** Participate in any necessary training required for your volunteer role.
- **Respect:** Treat fellow staff, volunteers, beneficiaries, and stakeholders with respect, fairness, and equality.
- **Communication:** Communicate openly, honestly, and respectfully with others at all times.
- **Relationships:** Foster relationships based on trust, openness, and mutual respect.
- **Fair Treatment:** Treat everyone fairly, without prejudice or discrimination, and ensure your language is appropriate and respectful.
- **Equipment Safety:** Safely and responsibly use any equipment provided for its intended purpose.
- **Report and Challenge:** Promptly report any breaches of this Code of Conduct or concerns to a trustee and challenge any unacceptable behaviour.
- **Abuse and Fraud:** Report any suspicions of abuse or fraud immediately.
- **Privacy:** Respect the privacy of individuals and safeguard their personal information.
- **Commitment:** If you commit to a task and cannot fulfil it, notify the charity as soon as possible.

Unacceptable Behaviour:

- **Failure to Report:** Do not neglect to report concerns or allegations.
- **Inappropriate Relationships:** Do not develop relationships outside the scope of your role, especially with children or vulnerable individuals.
- **Personal Contact:** Refrain from sharing personal contact details or communicating with beneficiaries via personal social media accounts.
- **Inappropriate Comments or Gestures:** Avoid making sarcastic, derogatory, insensitive, or sexually suggestive comments or gestures.
- **Threatening Behaviour:** Do not engage in behaviour that can be perceived as threatening or intrusive.
- **Inappropriate Promises:** Do not make inappropriate promises, especially in relation to confidentiality, to young or vulnerable individuals.

By following this Code of Conduct, you contribute to a positive, respectful, and safe environment that benefits everyone involved with Stairway to Heaven Charity. Your commitment is integral to our mission's success.

Stairway to Heaven Charity
01/08/2023