



## **Newforge Taggers**

### **Code of Conduct for Volunteers**

#### **How to use the Code of Conduct**

This Code of Conduct is a set of guidelines of how we expect volunteers involved with the Newforge Taggers to behave; it has been developed to provide a pleasant and constructive environment for all volunteers. It may not address all the questions you have and if you are unsure whether a decision you are about to make will breach the Code of Conduct ask the club Volunteer Co-ordinator before proceeding.

#### **Standards**

It is imperative that quality is at the heart of everything we do. As a volunteer it is important at all times to demonstrate a positive attitude, promote teamwork and provide a quality service to all those associated with Newforge Taggers.

Newforge Taggers must protect its reputation by ensuring that all individuals associated with the club conduct themselves in a manner that upholds its integrity. It is essential that standards are maintained at all times. If at anytime it becomes apparent that the required standards are not being maintained or where a volunteer takes action that may bring our name into disrepute the club committee reserve the right to consider a range of actions to prevent a re-occurrence. These may include constructive advice, additional training, allocation to a different task or implementing the club disciplinary procedure.

#### **Equal Opportunities**

All volunteers are responsible for ensuring that we provide an environment free of harassment and discrimination where everyone is treated with respect, fairness and equity. You must undertake your duties in compliance with the Equal Opportunities ethos in this

document. If you believe a situation is occurring which is contrary to the paragraph above, you must immediately notify your mentor, the club Volunteer Co-ordinator or a member of the club committee. All allegations of harassment and/or discrimination will be promptly and thoroughly investigated. Confidentiality will be maintained and appropriate action will be taken to ensure the situation, if substantiated, does not continue.

### **Criminal / Illegal Activity**

Any volunteer found to be engaging in criminal or illegal activity in their volunteer placement will be referred to the police.

### **Arrangements if you have a Complaint**

We hope that volunteers will enjoy their experience with Newforge Taggers, however, where there is an issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint the club disciplinary procedure may be implemented.

The Newforge Taggers are committed to encouraging an open environment in which all volunteers can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all we are committed to providing a fair and honest settlement of any complaint. If a volunteer believes they have been treated unfairly they should immediately inform their respective mentor, the Volunteer Co-ordinator or a member of the club committee. We hope that most problems can be resolved through informal discussion but recognise that there may be times when this is not possible. In the event that this is not possible the matter will be dealt with by the club disciplinary procedure

### **Behaviour**

Where applicable, Volunteers will be issued with uniform. These should be worn and visible during training sessions. Volunteers are expected to arrive at training sessions on time. If a volunteer is going to be late or unable to attend they are asked to contact/inform their mentor or the club Volunteer Co-ordinator.

All volunteers are expected to behave responsibly at all times. If you travel to and from your place of volunteering in uniform you will be highly visible as a representative of the club. You must, therefore, ensure that you present yourself in a responsible manner at all times.

### **Health and Safety**

Newforge Taggers are committed to providing you with both a safe volunteering environment and safe ways of volunteering. Everyone has a responsibility to help achieve our safety goals. You are required to exercise reasonable care in the course of your volunteering and perform your role in a manner which ensures the Health and Safety of everybody at the club.

The following safety responsibilities apply to everyone:

- Co-operate with the club committee on all Health and Safety matters.
- Only use equipment you are authorised and trained to do so.
- Understand any emergency arrangements for the activities you are carrying out and the venue where you are volunteering.
- Report any potential hazards or any safety failings to your mentor or the club Volunteer Co-ordinator.
- Remove yourself from and warn others of imminent danger.

### **Training attendance**

Training will form an exciting and important part of your Taggers experience. It provides valuable information to help you do your volunteering. You are expected to attend all designated training sessions.

### **Amendments to the Code of Conduct**

This Code of Conduct is a living document, it may need updated and amended as a result of policy change and those affected by the changes will be advised accordingly.

### **Exceptions to the Code of Conduct**

There may be occasions where the guidelines detailed in the Code of Conduct are impractical or not possible to implement for particular roles, venues or places of volunteering. This will be determined, and volunteers informed accordingly, by the club committee.

Compliance with the Code of Conduct is a condition of engagement as a volunteer and adherence to the Code will ensure that your conduct is of the standard required.