**Sample Volunteer Code of Conduct**

**CODE OF CONDUCT**   
The Code of Conduct is a summary of the policies that apply to being a volunteer – it sets out the standards of behaviour that the Cathedral expects from you and identifies your rights and responsibilities as a volunteer. Compliance with the Code of Conduct is one condition of your involvement with us and should be regarded as a minimum standard that you should work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask your immediate Supervisor or a member of Cathedral staff. By working within the guidelines of the Code of Conduct you will be contributing to the success of the Cathedral and supporting its mission. If you would like to ask us any questions about the content of this Code of Conduct, please contact the Cathedral Administrator or the Volunteers Manager

PLEASE REMEMBER: The Code of Conduct for volunteers is in place to ensure your safety. It is not designed to be restrictive in any way. The Cathedral wants to provide a professional service to its volunteers but also wants you to have fun and enjoy your volunteering experience. The time you give up is very much appreciated.

**STANDARDS**   
It is important that quality is at the heart of everything we do. All of our visitors, congregants, clergy, staff and other volunteers are entitled to a high level of service. As a volunteer you have a responsibility to care for everybody at the Cathedral. It is important that we demonstrate a positive attitude, equality and promote teamwork at all times. The Cathedral will also accept its own responsibility to you as our volunteer.

The Cathedral will always provide:

* Clear instructions regarding your volunteer role which will include: attendance time, location, dress code, travel, food and any other requirements as necessary;
* a detailed role description, however, volunteers should be flexible and support events/activities wherever they can (as far as possible, reasonable and practicable);
* Training and development for your role;
* A healthy and safe environment;
* Appropriate supervision with a named Supervisor or Manager.

**ACCOUNTABILITY**   
It is important that you attend every day / shift you have been rostered for. If you cannot attend a shift you must directly inform the Supervisor or Manager whom you are working for or you can contact the Cathedral Administrator as soon as possible. This is to ensure we make alternative arrangements to fill your role. Failure to contact us may place additional pressure on other volunteers and staff and may even damage the reputation of the Cathedral.

**ADDITIONAL DUTIES**   
Owing to the nature of some volunteer roles, you may at times be asked to perform additional duties other than those to which you were originally assigned. Your cooperation and flexibility will help us to deliver services and events as efficiently as possible. However, if you feel unable to perform any tasks asked of you, please do let your Supervisor or Manager know.

**CONFIDENTIAL INFORMATION**   
As a volunteer you have an obligation to protect confidential or personal information in relation to other volunteers and other organisations or events. If you have access to confidential information (including addresses or telephone numbers of colleagues/clients), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement with the Cathedral.

**CONTACT WITH THE MEDIA**   
All requests from members of the media for comments/information should be politely directed to the Cathedral Communications and Marketing Officer or the Volunteer Manager. This will ensure the accuracy of all information given to the media and help to maintain good relationships. You should also exercise discretion when commenting in your private capacity about any event where your comment may be understood to be an official comment of the Cathedral.

**EQUAL OPPORTUNITIES AND DIGNITY AT WORK**   
The Cathedral believes that everyone has the right to be treated with dignity and respect at work. We have adopted an equal opportunities policy that commits the Cathedral to fair, unbiased and objective employment practices (free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief) and a work environment that is free of harassment and victimisation. It is the responsibility of every employee to assist the Cathedral in meeting this commitment; for this reason, acceptance of and adherence to the Cathedral’s equal opportunities policy form part of every employee’s contract of employment. In the same light, we aim to ensure that our volunteers achieve their full potential and are also treated with fairness, dignity and respect; that all decisions are taken without reference to irrelevant or discriminatory criteria and expect all volunteers to be equally committed to this policy.

The Cathedral is fully committed to:

* Promoting equality of opportunity and fair participation in employment for everybody;
* Eliminating occurrences of unlawful direct discrimination, indirect discrimination, disability discrimination, victimisation and harassment;
* Promoting a good and harmonious working environment in which all persons are treated with dignity and respect;
* Taking lawful affirmative or positive action, where appropriate;
* Fulfilling all its legal obligations under the anti-discrimination legislation and the associated codes of practice;
* Complying with the equal opportunities policy and associated policies;  
  Regarding all breaches of this equal opportunities policy as misconduct, which could lead to disciplinary proceedings.

This policy is fully supported by the Dean & Canons of the Cathedral; the Cathedral Administrator has specific responsibility for the effective implementation of this policy.

**FIRST AID**   
If a medical emergency should arise, unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained. Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency and that the Cathedral Office or a Verger is made aware of the situation. If there is any immediate danger, get yourself and those near you away from the area as quickly as possible. Your attempts to assist someone should be minimal but you might be able to do some of the following until help arrives:  
Clear the space around the ill or injured individual and keep others away; Help make the individual comfortable; If possible, place them in the recovery position and call 999 as soon as possible;  
Be extremely careful with blood - you can put a cloth over a wound to help stop bleeding but do not touch the wound or allow blood to come into contact with your skin.

**GRIEVANCE RESOLUTION**   
A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint.

The Cathedral takes employees’ grievances seriously and encourages all employees to raise their concerns at an early stage so that they may be resolved fairly and swiftly. In the same light, The Cathedral is 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.   
  
In many cases, it will be possible to resolve issues or grievances informally by talking them over with your Supervisor or Manager. However, if you wish to raise a grievance on a more formal basis, you should follow the Cathedral’s formal grievance procedure. This procedure has been designed to deal with most concerns about your work, including matters relating to your Code of Conduct, your working relationships with colleagues or your treatment at the Cathedral.

The Cathedral recognises that in cases of alleged discrimination, harassment and victimisation, particularly where the alleged perpetrator is your immediate Supervisor or Manager, it may not be possible to follow the normal grievance procedure. In cases such as this, you should follow the Cathedral’s separate procedure for dealing with sensitive issues. For more information you should contact the Cathedral Administrator.

**HEALTH & SAFETY**   
The Cathedral has a legal duty to protect the health and safety of its employees, volunteers, clergy, congregants, visitors and others. We take this responsibility seriously and have made health and safety a management priority. We expect all individuals to take care to avoid injury to themselves and others and to co-operate with the implementation of the Cathedral’s health and safety arrangements.

The Cathedral has adopted a health and safety policy that contains details of all responsibilities and arrangements. All volunteers are required to be proactive and familiarise themselves with the health and safety policy and follow all safety information. The following safety responsibilities apply to everyone:

1. Pay close attention and familiarise yourself with the facilities during your induction tour of the Cathedral and note the names of the different exits and access points;   
2. Co-operate fully with Cathedral staff at all times;   
3. Understand the emergency plans for the venue (e.g. fire evacuations);   
4. Do not use any equipment or machinery that you have not been trained to use;   
5. Take care when lifting and carrying (e.g. don’t lift very heavy boxes);   
6. Report any potential hazards to a member of staff;   
7. In the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger;   
8. If you feel an activity is unsafe or you feel unwell, report this to your Supervisor or Manager;   
9. Contribute to a safe and healthy workplace - don’t leave things lying around, keep work areas and gangways clear and tidy at all times.

**NOTICE BOARDS AND INFORMATION DISPLAY**   
Newsletters and other forms of information display may be available and are for the benefit of the whole team. You cannot place or distribute any personal material within the Cathedral without the approval of the Supervisor or Manager.

**PERFORMANCE or CAPACITIES ISSUES, INAPPROPRIATE BEHAVIOUR**  
We will always attempt to resolve any performance issues or conflict fairly. In such cases, the relevant Supervisor or Manager will discuss their concerns with you and seek to resolve the matter in a quick and professional manner. If your behaviour is a serious problem or you cannot change your approach you will regrettably have to stop volunteering with us.

**PERSONAL GROOMING AND DRESS CODE**   
You are required to be neatly groomed, presentable and to maintain a high level of personal hygiene at all times when on duty. For safety reasons, jewellery should be kept a minimum. Please dress smart casual - avoiding highly patterned clothes with logos. Dark jeans are permitted but no trainers or flip-flop style footwear to be worn unless needed for medical reasons.

**PERSONAL PROPERTY**   
You are advised not to bring valuables to work, including personal items such as handbags, cameras, personal laptops etc. A small number of lockers or storage areas are available for volunteers but the Cathedral will not assume responsibility for the loss, theft of, or damage to, any of your personal possessions.

**PROFESSIONAL BEHAVIOUR**   
All volunteer members have a responsibility to behave professionally at all times. Whilst on duty at the Cathedral you must not:

* Eat, drink, smoke or chew gum in view of the general public;
* Ask for autographs or take photographs;
* Consume illegal substances;
* Consume alcohol (other than at designated staff functions);
* Carry a mobile phone visibly or use a mobile phone for personal use.

Please be aware that swearing, offensive language and offensive/inappropriate jokes are unacceptable. You must ensure that your actions never bring into question the professionalism of yourself or the Cathedral. If you take medication that makes you drowsy, please inform your Supervisor or Manager to ensure you are not given a role that would place you in danger.

**SAFEGUARDING**   
The Cathedral is fully committed to safeguarding all God’s children, young people and vulnerable adults that come into contact with our work. We believe that all children, young people and vulnerable adults have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the welfare of every child, young person and vulnerable adult to be paramount.

All clergy, staff and volunteers at the Cathedral must take every reasonable step to ensure that children, young people and vulnerable adults are protected when involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

We enable all our staff and those who work with us to make informed and confident decisions regarding safeguarding. We expect everyone (clergy, staff, volunteers, contractors, members of the congregation and anyone working on behalf of the Cathedral) to have read, understood and adhere to the policy regarding ‘Safeguarding Children and Adults at Risk’. A safer recruitment policy is also in operation for all types of workers, paid and unpaid.

The Cathedral has a Safeguarding Officer.

**SECURITY**   
Security measures are in place at the Cathedral and you will be required to adhere to security procedures whilst on duty and off duty. The security measures will be notified to you via training and induction. Always wear your Cathedral ID whenever on duty and expect others to wear theirs at all times too. CCTV recording is in operation inside the Cathedral at all times. Always feel confident to report suspicious behaviour to a member of Cathedral staff as soon as it happens – never wait.

**SHIFT START AND FINISH TIMES**   
The start time for your role, as discussed at your induction is the time you are required to sign-in. You are requested not to arrive at the venue any more than 30 minutes prior to your start-time, unless requested by your Supervisor or Manager.

**SMOKE FREE ENVIRONMENT**   
We observe a smoke-free work environment and you cannot smoke whilst volunteering.

**TRAINING**   
Training will form an exciting and important part of your volunteering experience and provides valuable information to help you do your role. You are required to attend all relevant training/teambuilding sessions.

**VIP APPROACHES AUTOGRAPHS AND PHOTOGRAPHY**The soliciting of VIP autographs and/or taking of photographs is not permitted during a shift or when wearing Cathedral ID. These activities can be disruptive and can also pose a security risk. Please be polite and discreet when making such approaches at other times and be prepared to take ‘no’ for an answer.

**Sample Volunteer Policy – please tailor to your requirements**

**Introduction and purpose of the policy**

XXXXX Cathedral is a Christian Church whose purpose is ‘to worship God, share the gospel of Jesus Christ, welcome all who come, celebrate and pass on our rich Christian heritage, and discover our place in God’s creation’. In all things, we are inspired, motivated and challenged by the Christian faith and the values of the Gospel.

It is the dedication and energy of our volunteers who support the buildings and Cathedral community, which help to make this such a special place to be.  Volunteers’ commitment is extremely important, as they contribute to a more welcoming and inspiring experience to all our visitors than we could otherwise achieve; their vital support helps in maintaining the fabric and function whilst fulfilling the purpose, values and activities of the Cathedral.

XXXXX Cathedral is committed to creating an environment where all volunteers are able to perform to their best ability and achieve satisfaction in their role, whilst supporting the aims and values of the organisation. This policy is designed to ensure that the time and commitment given by volunteers is respected, recognised and valued and that processes are fair and consistent.

**Definition of volunteering**

Volunteering is defined as any activity that involves spending time, unpaid, doing something that aims to benefit the Cathedral by individuals or groups. Central to this definition is the fact that volunteering must be a choice freely made by each individual and that work is not related to close relatives.

In addition, it is also helpful to recognise the definition developed by Ivan Scheier (1980):

* *The activity is relatively uncoerced.*
* *The activity is intended to help.*
* *The activity is done without primary or immediate thought of financial gain.*
* *The activity is work, not play.*

Ivan Scheier also defined the term from the perspective of the volunteer as: “*Volunteering is doing more than you have to, because you want to, in a cause you consider good*.”

This therefore includes all of the ‘traditional’ church associated activities such as: bell ringing, flower arranging and congregational refreshments; plus roles such as stewarding and guiding; and specialist roles in, for example, conservation or transcription.

**Status of volunteers**

Volunteers are integral to delivering the mission and activities of the Cathedral, however, a volunteer is not an employee and does not have a contract of employment with the Cathedral. The Cathedral will agree a role with a volunteer and there will be an expectation that the volunteer will meet the role’s requirements. The Cathedral will endeavour to provide suitable activity for the volunteer but is not bound to do so and the volunteer is free to leave at any time. The Cathedral will not use volunteers to replace paid members of staff.

**Volunteering roles**

Roles are identified as suitable for volunteers by the Volunteers Manager. Role descriptions are provided and these set out the requirements and expectations of the role and any relevant skills, experience or training needed.

**Recruitment**

Opportunities will be advertised internally and by various external means including the Cathedral website, social media and press, national and local volunteering websites and through local volunteering organisations as appropriate. Specialist contacts may be explored if relevant.

Recruitment and volunteer record keeping should be carried out centrally through the Volunteers Department and is through an application form which asks for two referees. All volunteers should have an informal interview with the Volunteers Manager and/or relevant Senior volunteers and members of staff and references received prior to commencement of duties. A six month introductory period and review will be included as applicable.

Wherever possible the Cathedral will endeavour to match the volunteer to an appropriate role and reserves the right to refuse a volunteer on reasonable grounds, offer alternative suggestions or signpost to other external opportunities depending on the suitability of the applicant.

**Induction and Training**

The Cathedral requires that every new volunteer attends induction sessions as appropriate, alongside which any mandatory and optional training modules will be offered. These include Church of England Safeguarding modules which are accessed online. Local inductions take place within each role and the majority of training is through shadowing and mentoring. An Induction Checklist should be completed and returned to the Volunteers Manager within a time-frame deemed appropriate.

Where there is a new role identified, a necessary bespoke training package will be developed as required.

**Supervision and support**

All volunteers will be assigned to a member of staff and in some cases they will also be responsible to a Senior Volunteer who has a co-ordinating role for a team of volunteers.

The Volunteers Manager has oversight of volunteering in the Cathedral as a whole, answering ultimately to the Dean and Chapter.

The Cathedral Chaplains on duty most days to whom volunteers can speak in confidence.

Safeguarding issues must be reported as soon as practicable and in any case within 72 hours to the Cathedral’s designated Safeguarding Officer.

**Policies and Procedures**

Volunteers are expected to comply with all the Cathedral’s policies whilst on the premises or undertaking any of their volunteering duties. Relevant policies are explained at induction. Whilst some policies will need to be volunteer specific, where possible and appropriate, HR policies should also be considered in relation to volunteers. The Volunteers Agreement sets out expectations of both the volunteer and the Cathedral.

**Dealing with problems**

Depending on the role and situation, the volunteer’s Senior Volunteer or member of staff responsible for that volunteer role will attempt to resolve the problem informally. If this is not possible the Volunteers Manager should be informed and will mediate as necessary. In resolving challenging situations there are volunteer specific policies for Grievance, Problem Solving and External Complaints plus the Cathedral-wide Whistleblowing Policy.

**Safeguarding**

Under the Rehabilitation of Offenders Act 1974, a conviction will not necessarily exclude individuals from volunteering with us, but will be taken into account when assessing suitability for certain roles. We are committed to the safety and welfare of the people within our Cathedral. If the application to volunteer is within a regulated activity with children and/or vulnerable adults and is accepted, the volunteer will be required to complete a Disclosure and Barring Service (DBS) check, as recommended in the Cathedral’s Safeguarding Policy.

The Cathedral takes the safeguarding and welfare of its staff, clergy, volunteers and visitors extremely seriously and will take immediate action in any circumstance where the safety and protection of children and vulnerable adults is at stake. It is expected that all volunteers share this commitment. Safer Recruitment Principles are used throughout recruitment and Church of England national Safeguarding training is required of all volunteers – the level will be decided by designated Safeguarding officer or Safeguarding member of Chapter

**Communication**

Communication is key in informing volunteers and helping them to feel valued and supported. The Cathedral will endeavour to include volunteers in internal and external communications as much as possible.

**Insurance**

All authorised volunteers are insured whilst undertaking approved volunteering duties through:

* Public Liability
* Employers’ Liability.
* Personal Accident - our insurers will only cover personal accident insurance for volunteers between sixteen and eighty years of age.
* Personal possessions - volunteers must take responsibility for their own personal possessions as they are not covered by Cathedral insurance.
* Using your vehicle - if volunteers use their own vehicle in a volunteering role, it is advised that they inform their insurer that they are using their vehicle for this reason.

The insurance will not cover unauthorised actions or actions outside the volunteering role(s).

**Equality, Diversity and Inclusion**

The Cathedral has a commitment to encouraging applications from diverse backgrounds, ages, cultures, religions and genders, and is supported by the Cathedral’s Equality and Diversity Policy. Volunteers are welcomed from all religions or of none.

To ensure that as many can volunteer as possible the Cathedral is committed to assess the needs of a volunteer on an individual basis and make reasonable adjustments or to explore other ways to make volunteering more accessible.

**Health and Safety**

The Cathedral will ensure, so far as is reasonably practicable, the health, safety and welfare of its volunteers whilst they are undertaking their roles. The Safety at Work Act 1974 is a duty of care which applies equally to everyone in the Cathedral community. At any age, where a risk is identified, a review will be undertaken with a volunteer to determine whether safeguards need to be implemented or whether the volunteering arrangement should continue.

Volunteers have a duty to take care of themselves and others who may be affected by their actions. They should follow the Cathedral’s health and safety policies and procedures at all times.

Volunteers should not act outside their authorised remit of work and are encouraged to record and report accidents and incidents to a member of staff.

The Cathedral will provide volunteers with appropriate information on health and safety and guidance on any specific health and safety issues that arise.

**Data Protection and Confidentiality**

Personal data is requested, stored, used and disposed of in relation to the General Data Protection Regulation 2018. For more information please check our privacy notice.

Volunteers may become aware of confidential information about the Cathedral, other volunteers, its staff, visitors, partners and suppliers. Volunteers should not disclose such information or use it for their own or another’s benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless this is specified or it has been made as a result of the volunteer’s breach of confidentiality) or where the law or safeguarding concerns permits or requires disclosure.

All volunteers working in a position of particular trust where access to confidential information is more likely, should read and sign a copy of the Cathedral’s Data Protection Policy which includes a volunteer specific confidentiality statement.

**Recompense**

Volunteers are unpaid and there are no expenses given for travel. Parking is not provided. Hot drinks vouchers are allocated and where a volunteer undertakes a full day of activity, a meal voucher can be given for use in the Cathedral Café. The Cathedral is at liberty to offer ad hoc discretionary benefits, which may vary with the role and at any given time.

**Involvement and recognition**

The Cathedral values its volunteers, their skills, time given and commitment to the values of the organisation. It is acknowledged that they play a vital role in the Cathedral’s life and sustainability. Dean and Chapter and all staff should recognise and value volunteers and seek to provide ways of celebrating their contribution, including involvement in social events, information sharing and other means.

**Parting company**

The Volunteers Manager or the volunteer can terminate the volunteering agreement at any time. Each volunteer should receive an Exit Questionnaire and / or informal meeting. This offers the volunteer the opportunity to assess their volunteering experience and make any comments or recommendations. When a volunteer decides that it is time to stop volunteering he or she should notify both the Team Leader and the Volunteers Manager so that adjustments can be made to the Cathedral’s database.