



VOLUNTEER CODE OF CONDUCT

PURPOSE

The Code of Conduct is a summary of the policies which apply to all our volunteers. This policy sets out the standards of behaviour that the FJSS Group 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 the FJSS Group and should be regarded as a minimum standard that you should work to meet. If you are unsure whether a decision you are about to make will breach this Code of Conduct, please ask your immediate the Volunteer Services Coordinator. By working within the guidelines of the Code of Conduct you will be contributing to the success of the FJSS Group.

It is important that quality, commitment, and delivery are all at the heart of everything we do at the FJSS Group. It is important that we demonstrate a positive attitude, practise equality and promote teamwork and deliver our service at the highest possible standard. On our part, the FJSS Group will always commit to the following standards:

- » Clear instructions regarding your volunteer role which will include attendance time,
- » Location, any travel involved, and any other requirements.
- » A detailed role description though where possible and reasonable, volunteers should
- » Also be flexible and support events/activities where they can
- » Training and development for your role as a volunteer
- » A healthy and safe environment for you to volunteer in
- » Appropriate supervision

GENERAL GUIDELINES

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 GO! (Great Opportunities) Together volunteer support team as soon as possible. This is to ensure we make alternative arrangements to fill your role. Failure to contact us may place unnecessary additional pressure on existing volunteers.

ADDITIONAL DUTIES

Due to the nature of some of the 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 in such circumstances would be helpful for the team to deliver on its goals and objectives as efficiently as possible. However, if for whatever reason you feel unable to perform extra duties, please let you're the Volunteer Services Coordinator know.

CONFIDENTIAL INFORMATION

As a volunteer you have an obligation to protect confidential or personal information in relation to the FJSS Group, other volunteers, and other organisations that we work with. 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 persons authorised to receive it, both during and after your involvement with the organisation/event.

CONTACT WITH THE MEDIA

All requests from members of the media for comments and any other information should be politely directed to the FJSS Group Press Department. This will ensure the accuracy of all information given to the media and help to maintain good relationships. Similarly, you should not give any interviews, appear in any promotions, advertisements, or endorsements or give any assistance to the media in relation to any story concerning the affairs of the FJSS Group without the prior consent or authorization of the FJSS Group PR Department. Please ask your Volunteer Services Coordinator if you need more information or if there is anything you are not sure about. You should also exercise discretion when commenting in our private capacity about the FJSS Group where your comments might be misconstrued to be an official comment of the organisation.

CRIMINAL/ILLEGAL ACTIVITY

Any volunteer found to have engaged, or to be engaging in criminal or illegal activity in the workplace will be referred to the police. Dangerous Weapons/ Firearms Possession Carrying firearms or dangerous weapons is not permitted and anyone found to be involved with possession or handling of dangerous weapons will be reported to the police.

EQUAL OPPORTUNITIES

The FJSS Group is committed to ensuring within the framework of the law that our workplace is 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. We will aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria.

FACILITIES AND PROPERTY

The FJSS Group like any other organisations does not have infinite resources and we must demonstrate a high standard of public accountability. We ask our volunteers to be efficient and economical and protect those resources. This covers all consumables and equipment including, but not confined to, items such as tools, stationery, communication devices, computers, office equipment and other equipment.

Property (including consumables) is not to be removed from the premises and/or used for private purposes without prior authority from your Volunteer Services Coordinator. You are not authorised to use the organisation's equipment such as tools, faxes, photocopiers, PC's and phones for private purposes.

FIRST AID

If a medical emergency should arise, unless you are a trained first aider, your 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. 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 other spectators away
- » Help make the individual comfortable
- » If possible, place them in the recovery position

- » Dial 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.

FRAUD AND CORRUPTION

Fraudulent and corrupt activities are in fundamental opposition to the spirit of the organisation. If you suspect fraudulent or corrupt behaviour, report it to your Volunteer Services Coordinator. We will treat reports of corruption and fraudulent behaviour as confidential (whistleblowing), where possible, and will seek to protect individuals making such reports from recrimination.

All reports will be investigated promptly and fairly. Anyone found to be engaging in such conduct will be removed from the venue and referred to the police if appropriate.

GAMBLING

Gambling is strictly prohibited on our premises where you are volunteering.

GIFTS AND HOSPITALITY

You should register the acceptance of any gifts or entertainment, other than those of nominal value (e.g., pens, diaries etc.) with your Volunteer Services Coordinator. Gifts or entertainment, even of nominal value, should never be accepted if it could be bribery. Where there is any doubt, you should speak to Volunteering Services Coordinator.

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 FJSS Group 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 equally and with dignity and respect. Above all, the FJSS Group committed to providing fair and honest settlement of any grievance. More information on the grievance resolution procedure can be obtained from the office.

HEALTH AND SAFETY

The FJSS Group is committed to providing all volunteers with a safe working environment. You are required to exercise reasonable care during your volunteering to ensure the Health and Safety of yourself and others. Please be aware of and follow all safety information and protocols.

The following safety responsibilities apply to everyone:

- » Pay close attention and familiarise yourself with the facilities during your tour of the
- » Organisation or venue you are volunteering at and note the location of the different
- » Exits and access points.
- » Understand the emergency plans for the venue (e.g., fire evacuations)
- » Do not use any equipment or machinery which you have not been trained to use
- » Take care when lifting and carrying (e.g., don't lift very heavy boxes)
- » Report any potential hazards to a member of staff

- » In the event of fire/hazard or any other risk, remove yourself and warn others of
- » Imminent danger
- » If you feel an activity is unsafe or feel unwell report this to your supervisor
- » Contribute to a safe and healthy workplace - don't leave things lying around, keep
- » Work areas and gangways clear and tidy

ILLEGAL DRUGS AND ALCOHOL

We prohibit the sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behaviour in the workplace. Consumption of alcohol, illegal drugs, or other performance-impairing substances prior to and/or during a work shift is not allowed.

Consumption of alcohol at a venue or other workplace is only permitted when supplied by management on special occasions and should be enjoyed in moderation. Do not consume alcohol in a public place whilst in uniform during your shift. You must ensure that your actions do not bring into question the professionalism of yourself the organisation. If you take medication which makes you drowsy, please inform your Volunteer Services Coordinator to ensure you are not given a role which would place you or others in danger.

MOBILE PHONES AND PERSONAL MOBILE RADIOS (PMR)

Unless you have been issued with an authorised mobile phone or personal mobile radio, the use of personal mobile phones, radios or pagers whilst on duty is not permitted. Phones, radios and pagers can be carried visibly by volunteers and staff when they are officially issued by host organisations or a contracting organisation for work purposes. If you need to have your mobile phone with you, it must not be visible during work and must be turned off or on silent whilst you are volunteering.

NOTICE BOARDS AND INFORMATION DISPLAY

Noticeboards, 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 venue without the approval of your Volunteer Services Coordinator.

PERFORMANCE ISSUES/ INAPPROPRIATE PRACTICES

We will always attempt to resolve any performance issues or conflict fairly. In such cases, the Volunteer Services Coordinator will discuss their concerns with you and seek to resolve the matter in a quick and professional manner. Inappropriate practices e.g., arriving late for duty, harassment etc. will be dealt with by the relevant Supervisor/Team Leader/ Area Manager. Redeployment to other duties or removal from the building can occur because of repeated unsatisfactory performance or serious misconduct e.g., theft, assault and/or abuse of privileges. The Volunteer Manager can assist if required. (Please refer to Dealing with Performance Issues and Disciplinary Policies)

PERSONAL APPEARANCE

You are required to be neatly presented and to maintain at a high level of personal hygiene while on duty especially with the advent of Covid-19. For safety reasons, jewellery should be kept a minimum.

PERSONAL PROPERTY

You should note that there might be no supervised storage space when you are volunteering you are advised, therefore, not to bring valuables to work, including personal items such as handbags, portable mp3 players, cameras, personal laptops etc. The FJSS Group will not assume responsibility for the loss, theft of, or damage to, your personal possessions.

PROFESSIONAL BEHAVIOUR

All volunteer members have a responsibility to always behave professionally because you are visible as a representative of the organisation and you must, therefore, ensure that you always present yourself in a professional manner.

- ☐ Whilst in uniform and at your venue you must not
- ☐ Eat, 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

Please be aware that swearing, offensive language and offensive/inappropriate jokes are unacceptable.

SECURITY

Volunteers will be made aware of all security measures will be in place at the venue 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 or induction.

SHIFT START/FINISH TIMES

The start time for your volunteering as discussed at your induction is the time you are required to check-in at the venue. You are requested not to arrive at the venue any more than 30 minutes prior to your start-time, unless requested by your Volunteer Services Coordinator.

SELLING OR CANVASSING ON PREMISES

You must not engage in personal business or other interests whilst volunteering. This includes use of work telephones to make calls in relation to personal interests, the display or distribution of posters, pamphlets, and catalogues and/or approaching colleagues in relation to those activities.

SMOKE FREE ENVIRONMENT

The FJSS Group observes a smoke-free work environment and volunteers cannot smoke whilst volunteering. Smoking will be allowed in the designated area where provided during approved breaks.

TRAINING ATTENDANCE

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.

UNIFORMS/VISIBLE WEAR

Uniforms or visible will be issued to volunteers working in specific areas e.g., external fundraising event. Where issued, your uniform should be worn and maintained with pride and in accordance with the FJSS Group guidelines below:

- » If you are provided with an official uniform, it must be worn when you are volunteering, and you are expected to look neat and tidy while wearing it. It is your responsibility to clean and care for your uniform items
- » You are required to provide your own footwear
- » Footwear should be clean, comfortable, and conservative in colour. In some cases, for safety reasons, open toe shoes and high heels may not be permitted
- » For some roles Personal Protective Equipment will be provided for you in the form of safety boots and Hi Visibility jackets
- » Comfort is the priority so footwear such as trainers is an acceptable item of uniform
- » Personal comfort or various weather conditions may require you to wear additional layers of clothing. Additional layers of clothing should be worn under the official uniform
- » Uniform items should only be worn when you are volunteering

VIP APPROACHES, AUTOGRAPHS

The soliciting of VIP autographs and/or taking of photographs is not permitted during rostered volunteering hours or whilst in uniform. 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.

PHOTOGRAPHY

The taking of photographs at the venue during volunteer time is strictly prohibited. This is to protect the privacy of people taking part in volunteering. At the end of the day or at periods where work has ceased for a period and no workers are present then photographs of the venue may be taken with the permission of your supervisor. You are discouraged from bringing cameras to the venue since there is no secure storage provided.

THESE GUIDELINES

These guidelines are in place to ensure both your safety and that of other people. They are not designed to be restrictive in any way. We would like you to know that the time you give up is very much appreciated.

THE INFORMATION

The Information in this code of conduct is for guidance only and is not a substitute for professional advice. If you would like to discuss any part of this document, please contact.

DECLARATION

I am submitting my application as a volunteer for the FJSS Group and agree to abide by the volunteer code of conduct.

Signed _____ Date: ____/____/____

Where the applicant is under 18 years of age then please complete the information below: I am the parent/guardian of the applicant and give my consent to this application.

Name of applicant _____ will be supervised on site at all times by :

Name of adult volunteer/s and volunteer registration number if known]

_____ Reg. No. _____

Signed by _____ Parent/Guardian of applicant

Date: ____/____/____



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