

Code of conduct for volunteers and visitors of the Cemetery Park and Soanes Centre

This Code of Conduct outlines the standards expected from all those who use the Soanes Centre and the Cemetery Park. This includes members of staff, volunteers and interns.

The Friends of Tower Hamlets Cemetery Park and Setpoint London East have a statutory responsibility to ensure that its premises and its services are safe. Each member of staff or activity leader is therefore expected to ensure that the Health and Safety Policy and all appropriate procedures are adhered to at all times.

The Friends and Setpoint London East are committed to promoting diversity and equality. Our policy is that every applicant, service user, volunteer, staff member and visitor shall receive equitable treatment, and no person will be discriminated against on any grounds, including age, religion and belief, disability, gender, race, and sexual orientation.

Volunteers, and paid members of staff, are both included within the Friends and Setpoint London East's insurance cover.

All staff and volunteers are required to read this, and other policies provided to them during induction. If anything is unclear, please discuss them with your key contact at the Friends or Setpoint.

1. **Be kind:** Operate in a supportive and positive environment that ensures your enjoyment, and others, during your visit.
2. All volunteers must sign in on the signing in sheet.
3. Inappropriate behaviour towards, and between, colleagues and visitors in the Soanes Centre and Cemetery Park will not be tolerated. Language should always be clean and friendly.
4. Volunteers will receive support from staff on duty, and management during their volunteer placement.
5. Carry out your work responsibly and professionally.
6. No one may carry out their duties for Friends or Setpoint if they are under the influence of drink, drugs or other substances.
7. Please keep the kitchen clean and tidy: **wash up after yourself**, put items back where they belong, and leave the kitchen as you would like to find it.
8. Adults must use of the toilets for adults, NOT the children's toilets.
9. Please keep the Friends' tool store tidy, and return tools to their correct place.
10. **No smoking** within the fenced area of the Soanes Centre.
11. The main door to the Soanes must remain locked no matter your length of time in the building or outside.
12. Regular volunteers groups must always inform the Friends and Setpoint when they plan to visit the site and where they plan to work. Always let us know where you plan to be.
13. Keep the foyer, wood storage area, and behind the Soanes Centre clear of clutter. The entrance to the Soanes Centre must always be kept clear and accessible.
14. Independent groups' leaders using the building must always stay with their volunteers or service users when inside the Soanes Centre.
15. If accessing the area behind the Soanes Centre or at the back of the classroom pond during term-time, please inform the workshop leader of your actions and a FoTHCP staff member.
16. If a dispute and grievance should arise between those working and volunteering for the Friends or Setpoint and cannot be resolved informally, please contact the lead focal point of the organisation present immediately.

17. Use the incident book in the Soanes Centre foyer to report an issue in THCP and the report it to Friends and Setpoint Chairperson.
18. No fires within the fenced Soanes complex as per the Borough's byelaws. Extract below:

Fires

11.

(1) No person shall light a fire or place, throw or drop a lighted match or any other thing likely to cause a fire.

(2) Byelaw 11 (1) shall not apply to:

(a) the lighting of a fire at any event for which the Council has given permission that fires may be lit.

(b) The lighting or use, in such a manner as to safeguard against damage or danger to any person, of a properly constructed camping stove, in a designated area for camping, or of a properly constructed barbecue, in a designated area for barbecues.