



The Friends of Tower Hamlets Cemetery Park Volunteer code of conduct

May 2023

REGISTERED CHARITY: 1107136
COMPANY LIMITED BY GUARANTEE: 5233566

To volunteer for the Friends of Tower Hamlets Cemetery Park (FOTHCP), you must agree with this code of conduct. If you have any questions, please ask your key staff contact.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

1. Maintaining and upholding the good name and reputation of the charity, and acting appropriately during volunteering hours.
2. Carrying out your work responsibly and professionally and maintaining a suitable standard of dress and personal hygiene.
3. Signing in and out, or notifying a member of staff on your arrival and your departure. You must let us know if you can no longer make it to a volunteering session.
 - a. For volunteers who work unsupervised you must inform FOTHCP if you are volunteering without staff supervision a) when you plan to visit the site and b) where you plan to work.
4. Communicating respectfully and honestly at all times. You must respect the rights, dignity and worth of all regardless of age, gender, ability, race, cultural background, religious beliefs, sexual orientation/identity etc. The charity will not tolerate racism, sexism, ageism, ableism, homophobia, transphobia, religious hatred etc
5. Not carrying out your duties if you are affected by alcohol, drugs or medication which will affect your ability to carry out your duties and responsibilities.
6. Keeping work spaces tidy, including the kitchen, office and tool shed.
7. Not smoking within the fenced area of the Soanes Centre.
8. Following all instructions given to you by staff and adhering to all health and safety guidelines.
9. Raising any concerns regarding health and safety, conduct or possible wrongdoing with a member of staff as soon as possible. If you feel the issue has not been resolved, please follow the complaints procedure.
10. Keeping all matters referred to you by the charity or discussed by other volunteers or members of the public strictly confidential. Examples could include information about someone's health, sexuality, finances, relationships etc, as well as personal information such as telephone numbers, email addresses and bank details.
11. Only taking or sharing photos of people with their consent, including other volunteers and staff. This includes sharing photos on your personal social media and WhatsApp. Volunteers should avoid social communications that might be misconstrued in a way that could damage our charity's reputation, even indirectly. including through the use of email, social media, online, engaging with any form of media such as the press etc. You must seek authorisation from a member of staff before communicating externally on behalf of the charity.
12. Not receiving monetary reward for your services from members of the public or receiving goods or services in kind, unless agreed with staff prior to the exchange being carried out.
13. Ensuring you work within the law regarding restrictions to fundraising including lotteries and street collections (training will be given if necessary).
14. Declaring any interests that may conflict with their role or the work of the charity. If you're not sure, seek guidance from your staff contact. E.g. If you work for a grant-giving body that the charity may receive funding from, and also volunteer for the charity, you need to tell us.

Where a volunteer is found to be in breach of the standards outlined in this code of conduct, or any of the charity's other policies and procedures, this may result in the volunteer's position being terminated. We will give you the reason in writing. Volunteers should note that the charity reserves the right to terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with the charity.