



## Volunteer Agreement & Code of Conduct

**Volunteers are an important and valued part of Tiverton Area Communities Transition and its member community groups. This agreement tells you what you can expect from us, and what we hope from you.**

**We commit to:**

- Treating you fairly, without prejudice or negative discrimination
- Giving accurate information about the task(s) you are asked to perform
- Making you aware of any relevant rules and procedures, and our Code of Conduct
- Offering an induction, ongoing support and appropriate training to prepare you properly
- Giving helpful feedback
- Making sure you are covered by appropriate insurance cover
- Protecting you from abuse and risk in your volunteering activity
- Reimbursing you for out of pocket expenses
- Providing a safe environment

**You will do your best to:**

- Work within the aims and objectives of the organisation
- Treat people fairly
- Follow the Code of Conduct
- Be punctual and reliable
- Respect confidentiality
- Notify the appropriate person if you are not available
- Be honest if there are any problems and ask for support if necessary
- Undertake relevant training if required
- Cooperate with colleagues
- Offer your opinions and views on volunteer issues
- Follow the organisation's rules and procedures, including health and safety, equal opportunities and confidentiality



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### Code of Conduct

Our Code of Conduct sets out the basic principles of how everyone involved in Sustainable Tiverton and its member community groups should work together in a spirit of mutual respect and understanding:

1. Volunteers and group members will work together collaboratively to deliver their aims and, in doing so, benefit the wider public.
2. We recognise that everyone is of equal importance and we all share responsibility for creating successful events and project outcomes.
3. We will uphold the values of Sustainable Tiverton and promote them in all of our activities – with each other and when working on behalf of Sustainable Tiverton with other people. We will challenge attitudes and behaviour which disregard our values, and report any concerns to the event leader immediately so that they can be addressed.
4. We will recognise that our organisation is accountable to other organisations and is regulated externally, which means that we cannot always do what we may want.
5. We will aim to communicate our requests and decisions clearly, effectively and with courtesy. We will be polite and avoid using language or a tone of voice which may come across as offensive. We will try to listen to each other, especially where we may disagree.
6. We will strive to make Sustainable Tiverton activities an enjoyable environment for everyone who volunteers.



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### Our Values

**Welcoming** - to all, and particularly to newcomers

**Positive** - looking to have fun and create enjoyment

**Empowering** - helping give people the confidence to help themselves

**Inclusive** - welcoming people from diverse backgrounds, and being sensitive to the needs of different communities

**Ethical** - being respectful of others, honest in what we say, and thinking through the consequences of what we do

**Environmentally Responsible** - promoting activities and behaviours which are sustainable and which benefit the environment