

# CODE OF CONDUCT

*The purpose of the Code of Conduct is to set out standards of behaviour expected from volunteers of The Bow Foodbank. All volunteers should ensure that they have read and comply with this Code of Conduct.*

At Bow Foodbank, we are proud to be a community solution to the problem of food poverty locally. As a community of people, we aim that all our interaction promotes our community values and that all guest, volunteers and staff should be treated with courtesy, fairness, equality, dignity and respect irrespective of background, beliefs and opportunities.

Volunteers of Bow Foodbank Ltd. agree to the following:

- Perform their volunteer role to the best of their ability promoting safety and the dignity of others.
- Act honestly, responsibly and with integrity.
- Have a willingness to learn and seek feedback from other volunteers and guests.
- Show courtesy and respect to all involved with Bow Foodbank Ltd, both in person and online.
- Promote a positive atmosphere.
- Avoid conflict with either guests or other volunteers and alert a manager if a dispute arises.
- Abide by the Bow Foodbank Ltd. Guidelines for Volunteers.
- Observe safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers.
- Report any health and safety concerns, so these can be effectively managed.
- Meet time and task commitments and provide sufficient notice when they will not be available.
- Only discuss guests needs and concerns with named managers and supervisors and do so in a way that promotes their well-being and dignity.
- Stand a distance from those being registered to maintain their privacy and dignity.
- Volunteers should be committed to maintaining the highest degree of integrity in all their dealings with potential, current and past guests and the protection of all personal information received while providing services.
- Uphold the reputation of Bow Foodbank Ltd.

Volunteers of Bow Foodbank are expected to **NOT** do the following:

- Never give/loan money to clients or volunteers.
- Never be alone with a client, always ensure the presence of at least one other volunteer.
- Never use information gained at Bow Foodbank Ltd. to the disadvantage or prejudice of others.
- All food, whether in stock or food arriving during the session, is the property of the Trustees of Bow Foodbank Ltd. and must be distributed according to the instructions of the Management Committee.
- Any use of Bow Foodbank Ltd. food or property for personal gain contrary to the instructions of the Management Committee is a dismissible offence.

- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the traveller community).
- Provide a false or misleading statement, declaration, document, record or claim in respect of The Bow Foodbank, its volunteers, employees or charity trustees.
- Engage in any activity that may damage property.
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with [charity name] ends, confidential information gained during their role with Bow Foodbank Ltd.

*If you have concerns about the behaviour of conduct of volunteers or witness something that makes you feel uncomfortable, please raise this as quickly as possible with the Operations Manager. The Bow Foodbank will aim to deal with concerns with the same courtesy, fairness, equality dignity and respect as we ask from our volunteers.*

*Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of The Bow Foodbank's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that The Bow Foodbank may terminate a volunteer's position without cause.*

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*Volunteers acknowledge that no employment relationship is created in the context of their role with The Bow Foodbank.*

*The Bow Foodbank and the Board of Trustees will review the Code of Conduct for Volunteers at 3-year intervals or as appropriate. The Executive Director is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.*