



# Volunteer Code of Conduct

This code sets out how OnFife expects you to behave as a **volunteer** and provides you with guidance about your **rights**.

All volunteers must comply with the code, as you are a **representative of OnFife** when you volunteer for us.

## 1. Relationships

**1.1 General** OnFife is committed to promoting equality of opportunity and to eliminating discrimination within its practices and service delivery. You must therefore follow OnFife's Equality of Opportunity Policy and other policies covering these matters in all your dealings for and on behalf of OnFife.

In your capacity as an OnFife volunteer, you should

- treat everyone with respect regardless of gender, ethnicity, disability, sexuality or beliefs. This includes fellow volunteers, all OnFife staff, and all customers and visitors to our venues.
- remember that actions, words and gestures can sometimes be misinterpreted, regardless of their good intentions.
- not have any inappropriate physical or verbal contact with other volunteers, members of OnFife Staff or customers and visitors to our venues.
- never carry out your role under the influence of alcohol or illegal drugs
- dress to the required standard when carrying out your voluntary role

**1.2 The public** In your volunteering role, you may have contact with members of the public as users of services, clients, citizens or potential volunteers. You should always be courteous and helpful. You should deal fairly, equitably and consistently with each member of the public.

**1.3 OnFife employees** You should also deal fairly, equitably and consistently with all OnFife Employees.

**1.4 OnFife** You may have dealings with OnFife on a personal level, for instance as a customer or user of a service. You should never seek or accept preferential treatment in those dealings because of your volunteering position. Likewise, you should never use your volunteering position to seek preferential treatment for friends or relatives, or any firm or body with which you are personally connected.



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## **2. Conflicts Of Interest**

When volunteering for OnFife, the best interests of the organisation should always be fully considered. You must not offer advice or guidance or participate in or influence any decision-making process where you have a private interest. You should always act for the benefit of OnFife and not to further your own interests.

## **3. Information – Security, Openness and Disclosure**

Information is a highly valuable resource and must be treated accordingly. You must never share confidential information that you may have access to in the carrying out of your volunteering role (unless you are required by law to do so.)

Activities carried out by you as a volunteer is for the benefit and sole use of OnFife and must not be used for other organisations websites and social media without the prior agreement of the Volunteer Supervisor.

You should be aware that OnFife has the right to monitor all e-mail messages, phone calls, all web sites visited and all files created by you during your volunteering activities. You should bear in mind the office environment and respect your fellow volunteers and OnFife colleagues in terms of messages or images on mobile phones and PCs.

## **4. Hospitality**

You must refer all offers of hospitality to your Volunteer Supervisor and follow their decision as to whether and on what conditions the offer can be accepted.

You should only accept offers to attend social or other events where these are clearly part of the life of the community served by OnFife volunteers, or where OnFife have specifically requested you to represent them.

## **5. Gifts**

You must not accept personal gifts. Exceptions from this general rule would include modest gifts (e.g. calendars, diaries, or other small articles for office use) or an inexpensive gift (i.e. with a value under £10) from a customer or employee.

Guidance should be sought from your Volunteer Supervisor if you are offered a gift which has than a token value.



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## 6. Use of Resources

As an OnFife volunteer, you serve the public, and you must remember this principle when you use OnFife equipment, materials and resources, in order to ensure value for money. You must not use OnFife equipment or resources for personal purposes unless the use is minor in nature (e.g. making a short telephone call, sending the occasional e-mail, brief use of the internet or photocopying a letter). You are entitled to claim travel expenses incurred in connection with your volunteering, in accordance with our policies.

## 7. Contacts with the Media

When acting in your capacity as a volunteer and in dealing with matters pertaining to your relationship with OnFife, initiating or responding to contact with the media is **not permitted** unless expressly authorised and organised by OnFife, and in the presence of an appropriate OnFife member of staff.

## 8. Political Neutrality

When you are volunteering for OnFife, you should adhere to the policies of OnFife irrespective of your personal views. If you are asked to provide assistance or comment upon with a matter which is clearly party political or which does not have a clear link with your volunteering role with OnFife, you should politely refuse and inform the person making the request that you are referring the matter to your Volunteer Supervisor.

## 9. Your Rights as a volunteer

### 9.1 Public Statements

As a citizen, you are entitled to express your views about OnFife, provided you do not make use of any private or confidential information gained through your volunteering with OnFife. However, you should not, in your capacity as a volunteer, criticise OnFife, OnFife's partners, suppliers or competitors; or any of its officers or employees either through the media or at a public meeting or in any written communication with members of the public.



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### **9.2 Access to your Councillor and Use of Complaints Procedure**

As a member of the public, you are entitled to raise with your Fife Council Councillor any complaint which you have about the services of Fife Council. Volunteers are expected to do this in their own time and should not use OnFife resources to express their views or to lobby Fife Council Councillors. If your complaint concerns any aspect of your volunteering with OnFife, however, you must first raise your complaint with your Volunteer Supervisor.

### **9.3 Fair and reasonable treatment during volunteering**

You are entitled to expect fair and reasonable treatment from your fellow volunteers, from OnFife employees, managers and Board members. If you feel that you have been unfairly treated or have been discriminated against, you are entitled to make use of the appropriate OnFife procedures.

### **9.4 Right to raise concerns without fear of being victimised (Whistleblowing)**

The Public Interest Disclosure Act 1998 gives you the right to raise concerns about OnFife's behaviour or the behaviour of any person without fear of being punished or victimised for doing so. The Act covers behaviour which amounts to:-

- a criminal offence
- failure to comply with a legal obligation
- a miscarriage of justice
- danger to the health and safety of any individual
- damage to the environment, and
- deliberate concealment of information about any of the above matters.

If you have any concerns about any such behaviour, you should consult and, if required, then follow OnFife's Whistleblowing Policy.

If you require further advice or information on any of the matters covered in the Volunteer Code of Conduct, please contact your Volunteer Supervisor in the first instance.