

The Chatty Café Scheme

Code of Conduct for Volunteers

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of The Chatty Café Scheme. All volunteers should ensure that they have read and comply with this Code of Conduct.

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

- Fulfilling their role as outlined in their **volunteer agreement** which formed part of their online volunteering application form, to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following The Chatty Café Scheme's [policies and procedures](#) as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with The Chatty Café Scheme Volunteer Manager;
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Ensuring personal information about yourself, ie. your phone number, home address, social media account(s) remains confidential;
- Acting in a way that is in line with the purpose and values of The Chatty Café Scheme and that enhances the work of The Chatty Café Scheme;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Directing any questions regarding The Chatty Café Scheme's policies, procedures, support or supervision to The Chatty Café Scheme's Volunteers Manager;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with The Chatty Café Scheme's grievance procedures;
- Declaring any interests that may conflict with their role or the work of The Chatty Café Scheme (e.g. business interests or employment). If any doubt arises as to what

constitutes a conflict of interest, volunteers may seek guidance from The Chatty Café Scheme Operations Manager;

- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with The Chatty Cafe Scheme returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of The Chatty Cafe Scheme;
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to The Chatty Café Scheme Volunteer Manager.¹ For the avoidance of doubt, volunteers are not required to disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to The Chatty Cafe Scheme.

Volunteers are expected NOT to:

- Bring The Chatty Cafe Scheme into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- 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);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;

¹ In seeking information from volunteers about criminal convictions (or the fact that they have been charged with an offence or given the benefit of the Probation of Offenders Act 1907 (as amended)) charities should comply with data protection law and be aware of the limitations on the circumstances in which it is possible to process such information (e.g. see section 55 of the Data Protection Act 2018). It is also important that charities have due regard to the provisions of the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended). If a Volunteer and/or The Chatty Cafe Scheme has any doubt about its rights and responsibilities in this regard, it should obtain legal advice.

- Provide a false or misleading statement, declaration, document, record or claim in respect of The Chatty Cafe Scheme, its volunteers, employees or The Chatty Cafe Scheme Directors;
- 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 The Chatty Cafe Scheme, confidential information gained in the course of their role with The Chatty Cafe Scheme.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of The Chatty Cafe Scheme's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that The Chatty Cafe Scheme may terminate a volunteer's position without cause, as outlined in The Chatty Café Scheme's Volunteer Dismissal Policy, which can be [accessed here](#).

Volunteers acknowledge that no employment relationship is created in the context of their role with The Chatty Cafe Scheme.

The board of Directors at The Chatty Cafe Scheme will review the Code of Conduct for Volunteers at 2-year intervals or as appropriate. The Chatty Café Scheme Operations Manager is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including The Chatty Cafe Scheme Directors, are expected to facilitate this process.

Dates approved by The Board of Directors	05/10/2020	13/09/2022	17/09/2024				
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