

# Volunteer Code of Conduct



The purpose of this Code of Conduct is to outline the standards that volunteers are expected to maintain during volunteering with Sufra NW London. It ensures volunteers understand their responsibilities and the expectations placed upon them.

As a volunteer, you represent Sufra NW London. Your behaviour, conduct and communication should reflect the organisation's values and always uphold its reputation.

## All volunteers should abide by the following:

### Conduct and values

- Work in a way which represents Sufra's values, including treating all guests with dignity and respect.
- Always use respectful and inclusive language.
- Treat everyone fairly, regardless of age, gender, disability, race, ethnicity, religion or background.
- Do not engage in any form of harassment or discrimination, including verbal, physical, sexual or online behaviour.
- Raise any concerns about harassment promptly with a member of staff.

### Professional Responsibility

- Follow reasonable instructions from staff and work within agreed role boundaries.
- Do not act outside the scope of your role or represent Sufra without authorisation.
- Always abide by the law.
- Raise any concerns about your role, tasks or expectations with a member of staff.

### Safeguarding Conduct

- Take all safeguarding concerns seriously and report them immediately.
- Do not attempt to manage safeguarding matters independently.
- If a concern cannot be raised with a service lead, escalate it to another member of staff or safeguarding lead immediately.

### Health and Safety

- Do not act in a way that puts your own health and safety, or that of others, at risk.
- Report any health and safety concerns promptly to a member of staff.

## **Professional Boundaries**

- Always maintain appropriate boundaries with guests, including outside volunteering hours.
- Do not provide advice, support or representation outside official Sufra settings.
- Do not share personal contact details with guests unless authorised.
- Volunteers must not accept or give money, gifts or favours to guests.

## **Use of Property and Resources**

- Use Sufra property, donations and resources responsibly.
- Do not remove stock, food or equipment without permission.

## **Data Protection and Confidentiality**

- Only access, use or share personal data for legitimate reasons.
- Ensure all personal and sensitive data accessed at Sufra remains strictly confidential.

## **Reputation and public conduct**

- Do not speak publicly on behalf of Sufra unless authorised. Avoid online commentary or disputes that reference Sufra or could affect its reputation, and do not share photos or stories of guests, staff or other volunteers without appropriate consent.

## **Volunteering Expectations**

- Complete Core Volunteer Training within three months of starting your role.
- Be punctual and inform the service lead if you cannot attend.
- Do not volunteer under the influence of alcohol or drugs.

## **Cooperation**

- Read and abide by Sufra's policies at all times, including data protection, safeguarding and health and safety.
- Follow WhatsApp guidelines when using volunteer communication channels.
- Cooperate fully with any review or investigation into concerns about conduct.

By volunteering with Sufra, you agree to follow this Code of Conduct and represent the organisation in a responsible way, helping maintain a safe and respectful environment for everyone. Failure to adhere to the Code of Conduct may result in a formal warning or the termination of your volunteer role.