

Volunteers' Code of Conduct

Wiltshire Council's volunteers' code of conduct sets out minimum standards of behaviour, provides guidelines to help maintain and improve standards and aims to protect the reputation of volunteers and of the council.

As a volunteer certain sections of the code of conduct apply to you when volunteering:

- You represent the council and are trusted to act in a way which promotes the council's interests and protects its reputation.
- You must not wear or display items (badges, banners etc.) which indicate your support or opposition to any political party when you are volunteering.
- If you work as an employee for another organisation or volunteer for another organisation you may not act as a messenger between that organisation and the council. Formal channels of communication must be maintained.
- You must take all reasonable steps to ensure that the loss, destruction, inaccuracy or improper disclosure of information does not occur as a result of your actions.
- You must not disclose confidential information belonging to the council to any person not authorised to receive it.
- You must not use any information obtained in the course of your volunteering to cause damage to the council or for personal gain or benefit. Nor should you pass information on to others who may use it in such a way.
- You may not make personal use of the council's property or facilities (stationery, photocopiers, car parks etc.) unless authorised to do so by your contact person. Computers and software may only be used in line with the council's policies.
- You may only use the council's telephones to make or receive private calls with the permission of your contact person.
- You must treat other volunteers, council employees, clients and customers with respect and not discriminate unlawfully against any person.
- You should never accept significant gifts or hospitality from service users.
- Suitable personal protective equipment will be issued and must be worn where a risk assessment indicates it is appropriate.

For information relating to GDPR and our privacy notice please see:

<http://www.wiltshire.gov.uk/children-young-people-youth-offending>