



"FINDING THE SUPERPOWERS IN ALL ABILITIES"

Volunteer Code of Conduct

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

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

- Fulfilling their role as outlined in their written **volunteer role description** to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following the charity'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 Xceptional Heroes with a member of leadership, meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity;
- 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;



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- Reporting any health and safety concerns;
- Directing any questions regarding Xceptional Heroes' policies, procedures, support or supervision to the volunteer's supervisor;
- Addressing any issues or difficulties about any aspect of their role or how they are managed directly with any member of leadership within Xceptional Heroes;
- Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from Xceptional Heroes leadership.
- 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 Xceptional Heroes returning any such documents, material in their possession;
- Seeking authorization before communicating externally on behalf of Xceptional Heroes;
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with, or convicted of a criminal offense by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to a member of Xceptional Heroes leadership.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 Xceptional Heroes.

¹ In seeking information from volunteers about criminal convictions (or the fact that they have been charged with an offense 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



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Disclosures) Act 2016 (as amended). If a charity has any doubt about its rights and responsibilities in this regard, it should obtain legal advice.

Volunteers are expected NOT to:

- Bring the charity 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;
- Provide a false or misleading statement, declaration, document, record or claim in respect of Xceptional Heroes, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorized 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 Xceptional Heroes ends, confidential information gained in the course of their role with Xceptional Heroes.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of Xceptional Heroes other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing,



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volunteers should note that Xceptional Heroes may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with Xceptional Heroes .

The board of charity directors will review the Code of Conduct for Volunteers at 3-year intervals or as appropriate. The leadership team of Xceptional Heroes responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Signed _____

Printed Name _____

Date _____