

# NEWCASTLE WEST END FOODBANK VOLUNTEER CODE OF CONDUCT

Every volunteer is expected to behave in a highly professional manner and to offer the highest standards of service. The way we carry out our duties must promote and maintain confidence and trust in the work of the Newcastle West End Foodbank (WEFB).

## **Confidentiality**

Volunteers should be committed to maintaining the highest degree of integrity in all their dealings with potential, current and past clients and the protection of all personal information received in the course of providing WEFB services.

## **Respect for Others**

WEFB treats its clients, donors and suppliers fairly and with respect. WEFB expects the same standards of them as is expected from WEFB volunteers.

All volunteers must treat colleagues, donors, suppliers, clients and the public respectfully and with dignity. You have a responsibility to ensure that everyone supported by WEFB, particularly children, young people and vulnerable adults, are protected from harm, in accordance with the Safeguarding Policy.

## **Conflict of interest**

Due to the sensitive nature of WEFB services, volunteers must declare any conflict of interest, for example, regarding suppliers, partners, etc., with whom WEFB deals.

## **Professional conduct**

Volunteers must observe both the spirit and letter of the laws and regulations pertaining to the services and goods provided by WEFB, e.g. Health & Safety and Food Hygiene regulations, Data Protection law, law relating to equality & diversity, theft, bribery and corruption, and use of social media.

## **Equality and discrimination**

Volunteers must always strive to be fair and objective in their actions, and not be influenced in their decisions, actions or recommendations by issues of gender, race, creed, colour, sexuality, age or personal disability. They must never discriminate against, harass, intimidate or victimise any person.

## **If in Doubt – Please Ask**

The principles in this Code are intended to help guide you in the normal course of your work, but it is no substitute for common sense and proper internal consultation. If you find yourself in a situation where you are unsure of the right course of action to take, you may find it helpful to ask yourself the following questions:

- Is it legal?
- Is it ethical?
- Is it consistent with WEFB policies and this Code of Conduct?
- Can I explain it to my family and friends?
- Would I feel comfortable if it appeared in a newspaper?

If you still find that you do not know the right course of action to take, if you suspect someone else of acting contrary to this Code, or if you do not understand anything contained in this Code, you should speak with your Line Manager or the CEO.

Never hesitate to ask questions, raise concerns, or seek the guidance you need. WEFB will not tolerate any retaliation or discrimination against anyone who has reported a concern in good faith.

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I have read and understood this Code of Conduct:

Signature: \_\_\_\_\_

Name: (BLOCK CAPITALS): \_\_\_\_\_ Date: \_\_\_\_\_