

# Code of Conduct for YHA Volunteers

The Code of Conduct is here to ensure both your safety and enjoyment as a volunteer as well as ensure YHA is able to provide a safe and positive environment for everyone who works, volunteers and stays with YHA.

By volunteering with YHA you are agreeing to comply with this code of conduct:

## Respect for others

- I will help YHA achieve the highest standard of care for our guests
- I will respect the rights, dignity and worth of everyone I interact with through YHA, including other volunteers, guests, supporters and employees
- I will treat everyone equally regardless of gender, ethnic origin, religion or ability
- I will be a positive role model for children, young people and vulnerable adults
- I will ensure a positive experience for all

## Act professionally and take responsibility for my actions

- I will cooperate with YHA with respect to assessing suitability to volunteer, both initially and on an ongoing basis
- My language, manner, punctuality, preparation and presentation will demonstrate high standards
- I will encourage other volunteers and employees to demonstrate these same qualities
- I recognise my duty of care to safeguarding children, young people and vulnerable adults and will act in accordance with YHA's policies and guidance at all times
- I will not drink alcohol, smoke, take illegal drugs, gamble or act inappropriately while representing YHA and/or volunteering
- I will refrain from any form of personal abuse towards others, including verbal, physical and emotional abuse
- I will wear appropriate clothing and adhere to YHA's expectations on uniform while I am volunteering

- I accept my volunteering duties with an open mind and willingness to learn
- I will raise any concerns I have about my volunteering as soon as possible
- I will report any behaviour or suspicious activity that causes me concern

## Volunteering responsibilities

- I will seek continual improvement through performance evaluation and refreshing my skills
- I will be reliable, recognising the commitment and responsibility I have taken on in my role
- I will inform YHA of any changes in my circumstances that may affect my suitability or availability to volunteer, including giving as much warning as possible if I am unable to volunteer
- I will volunteer within safe working practices and adhere to YHA's policies and guidelines including health and safety, safeguarding, security, data protection and others relevant to my role
- I will respect all personal and confidential information to which I am exposed while serving as a volunteer
- I will maintain a professional and courteous manner in all my communications to YHA, including with volunteers, guests and employees, including verbally, in writing and online, including via social media