



Volunteer Code of Conduct Policy

Document Control

ITEM	DETAILS
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Policy Title	Volunteer Code of Conduct Policy
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Applies To	All Volunteers supporting Gravesham Pride CIC
Related Policies	Volunteer Management Policy, Code of Conduct (GP01), Safeguarding Policy, Equality, Diversity, Inclusion & Accessibility Policy, Health, Safety & Lone Working Policy
Related Legislation	Equality Act 2010, Health and Safety at Work etc. Act 1974, Data Protection Act 2018, UK General Data Protection Regulation (UK GDPR)

1. Purpose

Volunteers are ambassadors for Gravesham Pride CIC.

Every interaction with members of the public, performers, stallholders, sponsors, contractors, delivery partners and fellow volunteers helps shape how our organisation is viewed.

This Volunteer Code of Conduct sets out the standards of behaviour expected of everyone volunteering on behalf of Gravesham Pride CIC.

Its purpose is to ensure that all volunteers contribute to creating events that are welcoming, safe, inclusive, professional and enjoyable for everyone.

The Code is not intended to create unnecessary rules. Instead, it reflects the values of Gravesham Pride CIC and provides practical guidance to help volunteers feel confident in their role.

Every volunteer is expected to read, understand and follow this Code whenever they are representing Gravesham Pride CIC.

2. Scope

This Code applies to every volunteer undertaking activities on behalf of Gravesham Pride CIC.

This includes:

- Event Volunteers
- Pride March Marshals
- Registration Volunteers
- Accessibility Volunteers
- Welfare Volunteers
- Performer Support Volunteers
- Information Point Volunteers
- Environmental Team Volunteers
- Administrative Volunteers
- Committee Volunteers
- Directors when undertaking volunteer duties
- Anyone representing Gravesham Pride CIC in a voluntary capacity

This Code applies:

- before events
- during events
- after events
- during meetings
- during training
- whilst wearing Gravesham Pride clothing
- whenever representing the organisation publicly

3. Our Volunteer Values

Every volunteer is expected to demonstrate the values that define Gravesham Pride CIC.

These values guide the way we behave towards one another and towards the communities we proudly serve.

We expect every volunteer to be:

Welcoming

Treat everyone with kindness, warmth and respect.
Help create an environment where everyone feels they belong.

Inclusive

Celebrate diversity.
Value difference.
Challenge discrimination.
Support accessibility.
Treat everyone fairly.

Respectful

Listen to others.
Be polite.
Remain professional even when situations become challenging.
Respect differences of opinion.

Safe

Help create safe environments.
Follow health and safety guidance.
Report concerns promptly.
Never ignore something that may place someone at risk.

Proud

Represent Gravesham Pride CIC positively.
Be approachable.
Be professional.
Take pride in helping deliver an event that belongs to the whole community.

4. Our Commitment to Volunteers

In return for your commitment, Gravesham Pride CIC is committed to supporting you.
We will:

- treat you with dignity and respect
- provide appropriate information and training
- support you throughout your volunteering
- listen to your ideas
- provide a safe volunteering environment
- value your contribution
- celebrate your achievements
- support your wellbeing.

Volunteering should always be a positive experience. If something doesn't feel right, we encourage you to speak with your Team Leader, Event Lead or a Director.

5. Volunteer Standards

5.1 Representing Gravesham Pride CIC

Whenever volunteering, you represent Gravesham Pride CIC.

Volunteers are expected to:

- be polite and approachable
- act professionally
- follow reasonable instructions

- support fellow volunteers
- promote inclusion
- represent the organisation positively
- behave in a manner consistent with our values

Members of the public should feel welcomed, respected and safe whenever they interact with our volunteers.

5.2 Respecting Others

Every volunteer has the right to volunteer in an environment free from bullying, harassment, discrimination or intimidation.

Volunteers should:

- respect different backgrounds and experiences
- use inclusive language
- respect personal boundaries
- listen respectfully
- resolve disagreements calmly
- avoid confrontational behaviour

Discrimination or harassment will not be tolerated.

5.3 Equality, Diversity and Inclusion

Volunteers play an important role in ensuring that Pride is welcoming for everyone.

Every volunteer should actively promote equality, diversity, inclusion and accessibility.

This includes:

- treating everyone equally
- respecting names and pronouns
- supporting accessibility needs
- challenging discrimination appropriately
- helping create an inclusive environment

Everyone deserves to feel welcome at Pride.

5.4 Attendance and Reliability

When you volunteer with Gravesham Pride CIC, other volunteers rely on you.

We ask all volunteers to:

- arrive at the agreed location on time
- attend the volunteer briefing unless alternative arrangements have been agreed
- let us know as soon as possible if they are unable to attend
- remain in their allocated role unless asked to move by an Event Lead or Director
- complete their agreed volunteering period wherever reasonably practicable
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We understand that unexpected circumstances can arise. If you are unable to attend or need to leave early, please inform your Team Leader, Event Lead or a Director as soon as possible so that alternative arrangements can be made.

Reliable communication helps us deliver a safe and successful event for everyone.

5.5 Volunteer Clothing and Appearance

Volunteers should present themselves in a way that reflects the welcoming and professional values of Gravesham Pride CIC.

Where provided, volunteers are expected to wear the official Gravesham Pride volunteer T-shirt, high-visibility vest or any other role-specific clothing for the duration of their shift unless instructed otherwise. Volunteers should also:

- wear comfortable and appropriate footwear
- dress appropriately for the weather conditions
- consider sun protection during hot weather
- wear clothing suitable for the duties they are undertaking

We actively encourage volunteers to celebrate their identity and Pride.

Rainbow clothing, Pride accessories, flags and other forms of positive self-expression are welcomed, provided they:

- do not create health and safety risks
- are not offensive or discriminatory
- do not interfere with the volunteer role
- remain respectful of everyone attending the event

Our volunteers help create the atmosphere of Pride, and we encourage everyone to celebrate safely, confidently and authentically.

5.6 Professional Behaviour

Volunteers are expected to behave professionally throughout their volunteering activities. This includes:

- treating everyone politely
- remaining calm under pressure
- listening respectfully
- using appropriate language
- following reasonable instructions
- acting honestly and with integrity

Volunteers should avoid arguments or confrontational behaviour.

Where difficult situations arise, volunteers should seek assistance from their Team Leader, Event Lead or a Director rather than attempting to resolve situations beyond their role.

5.7 Alcohol, Drugs and Smoking

The safety of volunteers and attendees is our priority.

Volunteers must not:

- consume alcohol while undertaking volunteer duties
- volunteer whilst under the influence of alcohol
- possess or use illegal drugs whilst volunteering
- volunteer whilst impaired by drugs or medication that could affect their ability to carry out their role safely.

Where medication may affect a volunteer's ability to undertake certain duties safely, they are encouraged to discuss this confidentially with an Event Lead or Director so that suitable adjustments can be considered where appropriate.

Smoking and vaping should only take place:

- during authorised breaks
- in designated areas where available
- away from members of the public where reasonably practicable.

5.8 Mobile Phones and Personal Devices

Mobile phones are often an important means of communication during events. However, volunteers should ensure that personal devices do not distract them from their responsibilities.

Volunteers should:

- keep personal phone use to a minimum while on duty
- remain attentive to their surroundings
- avoid using headphones while undertaking safety-critical roles
- follow any event communication arrangements provided during the briefing

Personal photography or filming should not interfere with volunteer duties or compromise the privacy of others.

5.9 Social Media

We recognise that many volunteers enjoy sharing their Pride experience online.

We encourage positive and respectful use of social media.

Volunteers should:

- represent Gravesham Pride positively
- celebrate the event responsibly
- respect the privacy of others
- avoid sharing confidential organisational information
- avoid posting photographs of children or adults at risk without appropriate authority
- avoid commenting publicly on incidents or complaints before official information has been released.

If unsure whether something should be posted, volunteers should seek advice before publishing.

5.10 Confidentiality

During volunteering, individuals may become aware of information that is confidential.

This may include:

- personal information
- safeguarding concerns
- volunteer information
- operational arrangements
- organisational discussions

Confidential information must only be shared where there is a legitimate organisational reason to do so. Volunteers should never discuss confidential matters with friends, family members or members of the public.

Further guidance is provided within the Confidentiality & Data Protection Policy.

5.11 Safeguarding Responsibilities

Every volunteer has a responsibility to help create a safe environment.

Volunteers are not expected to investigate safeguarding concerns themselves.

However, if something does not seem right or someone discloses that they may be at risk of harm, volunteers should:

- remain calm
- listen without judgement
- avoid making promises of absolute confidentiality
- report the concern immediately to the Safeguarding Lead or another appropriate person in accordance with the Safeguarding Policy

The safety and wellbeing of children and adults at risk will always take priority.

5.12 Health and Safety

Every volunteer shares responsibility for helping create a safe event.

Volunteers should:

- follow health and safety guidance
- wear appropriate PPE where provided
- report hazards promptly
- use equipment safely
- follow emergency procedures
- report accidents or near misses
- avoid unnecessary risks

If a volunteer believes that something presents an immediate danger, they should report it without delay.

5.13 Looking After Equipment

Any equipment provided by Gravesham Pride CIC should be treated with care. This may include:

- radios
- identification badges
- high-visibility clothing
- volunteer T-shirts
- signage
- event equipment
- keys or access passes

Equipment should only be used for its intended purpose and returned at the end of the volunteering period unless alternative arrangements have been agreed. Loss or damage should be reported as soon as reasonably practicable.

5.14 Speaking Up

We encourage volunteers to speak up if something does not seem right. This may include concerns relating to:

- safety
- safeguarding
- discrimination
- volunteer welfare
- organisational conduct
- inappropriate behaviour

Concerns should be raised promptly with an Event Lead, Director or through the appropriate organisational policy.

No volunteer will be treated unfairly for raising a genuine concern honestly and in good faith.

6. Roles and Responsibilities

6.1 Board of Directors

The Board of Directors is responsible for:

- promoting high standards of volunteer conduct
- approving this Code
- ensuring appropriate governance arrangements are in place
- supporting a positive volunteer culture

6.2 Directors, Event Leads and Team Leaders

Those responsible for coordinating volunteers should:

- lead by example
- provide clear guidance and support
- treat volunteers fairly and respectfully
- address concerns promptly
- encourage a welcoming and inclusive environment.

6.3 Volunteers

Every volunteer is expected to:

- read and follow this Code
- uphold the values of Gravesham Pride CIC
- behave respectfully and professionally
- support fellow volunteers
- contribute to a safe, inclusive and enjoyable event

7. Monitoring and Compliance

The Board of Directors is responsible for ensuring that this Volunteer Code of Conduct is understood, promoted and applied consistently across Gravesham Pride CIC.

Compliance with this Code will be supported through:

- volunteer inductions
- event briefings
- ongoing guidance and support
- learning following events
- volunteer feedback
- review of any concerns relating to volunteer conduct

Where concerns arise, Gravesham Pride CIC will seek to resolve matters fairly, respectfully and proportionately.

Our aim is always to support volunteers to succeed in their role and to maintain a positive volunteering environment.

Where serious or repeated breaches of this Code occur, the organisation may review whether it is appropriate for the individual to continue volunteering on behalf of Gravesham Pride CIC.

Any such decision will be made fairly, objectively and with due regard to the circumstances of the individual case.

8. Equality Statement

Gravesham Pride CIC believes that every volunteer should feel welcomed, respected and valued.

This Code applies equally to everyone volunteering on behalf of the organisation, regardless of:

- age;
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

We are committed to creating an environment where volunteers can be themselves, celebrate their identity and contribute confidently without fear of discrimination, harassment or exclusion.

Reasonable adjustments will be considered wherever reasonably practicable to enable volunteers to undertake their roles safely and successfully.

9. Policy Review

This Code will normally be reviewed every two years. An earlier review may be undertaken where:

- legislation changes
- organisational learning identifies improvements
- volunteer feedback suggests changes are required
- operational practices change
- the Board determines that amendments are necessary

The Board of Directors is responsible for approving any revisions to this Code.

Appendix A – Practical Examples

The following examples illustrate how this policy should be applied in practice.

Example 1 – Welcoming an Attendee

Situation

A first-time attendee appears uncertain where to go after entering the event.

Expected Practice

The volunteer approaches with a smile, introduces themselves, offers assistance and provides clear directions or escorts the attendee to the appropriate location if required.

Inappropriate Practice

Ignoring the attendee or directing them without acknowledging their concerns.

Example 2 – Pride and Professionalism

Situation

A volunteer wishes to wear colourful Pride clothing, face paint and accessories while volunteering.

Expected Practice

The volunteer is encouraged to celebrate their identity, provided their clothing remains safe, appropriate for their role and does not prevent them from carrying out their duties.

Inappropriate Practice

Wearing clothing or accessories that are offensive, unsafe or interfere with volunteer responsibilities.

Example 3 – Unable to Attend

Situation

A volunteer wakes up unwell on the morning of the event.

Expected Practice

They contact their Team Leader or Event Lead as soon as possible so alternative arrangements can be made.

Inappropriate Practice

Simply not attending without informing anyone.

Example 4 – Difficult Conversation

Situation

A member of the public becomes frustrated after being told that a particular area is temporarily closed.

Expected Practice

The volunteer remains calm, polite and respectful, explains the reason where appropriate and seeks support from an Event Lead if the situation escalates.

Inappropriate Practice

Arguing with the individual or responding aggressively.

Example 5 – Social Media

Situation

A volunteer wishes to post photographs from the event on their personal social media account.

Expected Practice

The volunteer ensures the images are respectful, do not compromise anyone's privacy and do not contain confidential information or safeguarding concerns.

Inappropriate Practice

Posting photographs of someone who has asked not to be photographed or sharing details of an incident before official information has been released.

Example 6 – Looking After Equipment

Situation

A volunteer is issued with a radio for the duration of their shift.

Expected Practice

The volunteer uses the radio responsibly, keeps it secure throughout the event and returns it at the end of their shift.

Inappropriate Practice

Allowing unauthorised individuals to use the radio or forgetting to return it.

Example 7 – Asking for Help

Situation

A volunteer is unsure how to respond to a situation involving an upset attendee.

Expected Practice

The volunteer seeks assistance from their Team Leader, Event Lead or Welfare Team rather than attempting to manage the situation alone.

Inappropriate Practice

Guessing what to do or leaving the individual without support.

Key Principles

Every volunteer should strive to be:

- Welcoming.
- Respectful.
- Inclusive.
- Professional.
- Reliable.

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- Safe.
- Supportive.
- Proud to represent Gravesham Pride CIC.

When in doubt, remember one simple question:

"Will my actions help someone feel welcomed, safe and included at Pride?"

If the answer is yes, you are representing Gravesham Pride in the way we hope every volunteer will.

Appendix B – Related Legislation and Governance Documents

Primary Legislation

This Code should be read alongside relevant legislation, including:

- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Safeguarding Vulnerable Groups Act 2006 (*where applicable*)

Related Gravesham Pride CIC Governance Documents

This policy should be read alongside the following Gravesham Pride CIC governance documents:

- Articles of Association
- Governance Handbook
- GP01 – Code of Conduct
- GP02 – Equality, Diversity, Inclusion & Accessibility (EDIA) Policy
- GP03 – Safeguarding Policy
- GP04 – Conflict of Interest Policy
- GP05 – Confidentiality & Data Protection Policy
- GP06 – Speaking Up (Whistleblowing) Policy
- GP07 – Complaints & Concerns Policy
- GP08 – Volunteer Management Policy
- GP10 – Health, Safety & Safe Working Policy
- GP11 – Risk Management Policy
- GP12 – Financial Management Policy
- GP13 – Document Control & Records Management Policy
- GP14 – Communications, Branding & Social Media Policy
- GP15 – Environmental Sustainability Policy
- GP16 – Event Governance & Delivery Policy

Volunteer Expectations

Every volunteer is expected to:

- Represent Gravesham Pride CIC positively.
- Treat everyone with dignity and respect.
- Promote equality, inclusion and accessibility.
- Follow organisational policies and procedures.
- Protect confidential information.
- Help create a safe environment.
- Ask for help whenever they are unsure.
- Enjoy being part of the Pride community.

Review and Version Control

This appendix will be reviewed whenever there are significant changes to legislation, recognised good practice or related Gravesham Pride CIC governance documents.

Our Volunteer Promise

At Gravesham Pride CIC, our volunteers are more than event helpers, they are the face, heart and spirit of our organisation.

Every smile shared, every question answered, every person welcomed and every act of kindness helps create a Pride that is safe, inclusive and unforgettable.

In return for your time, commitment and passion, we promise to support you, respect you, celebrate your contribution and ensure you are part of a community that values every volunteer.

Together, we are building more than an event.

Together, we are building a community where everyone belongs.