
VOLUNTEER CODE OF CONDUCT

Open Country values the considerable contribution volunteers make and recognises that they are an integral part of our organisation. As an Open Country volunteer, you have an essential role in helping people with disabilities to access and enjoy the countryside.

We ask all volunteers to read and adhere to this Code of Conduct. By outlining what is expected of volunteers, as well as what Open Country's commitment to volunteers is, we hope to ensure a safe, respectful, and positive experience for everyone.

Open Country will:

- Ensure a welcoming environment and make you feel part of a team.
- Provide information about the charity, including an induction and informative *Volunteer Induction Pack*.
- Treat you with dignity and respect, and not discriminate against you.
- Provide you with a safe volunteering environment.
- Support you in your volunteer role and give you a chance to feedback on your experiences.
- Provide the appropriate level of insurance cover for you whilst you are taking part in the Open Country activities you have agreed to do.
- Keep you informed and up to date with any changes to volunteering within the organisation.
- Provide training appropriate to your role.
- Listen to your views and take any complaints or feedback seriously.
- Be flexible in relation to the volunteer hours you are able to give and your other commitments.
- Recognise, appreciate and celebrate your contribution to Open Country.

Open Country expects volunteers to:

- Carry out your role responsibly and to the best of your ability.
- Promote an inclusive and welcoming environment for people of all backgrounds and abilities.
- Treat others with kindness, dignity and respect; never use offensive language, make inappropriate jokes, or engage in discrimination or harassment.
- Be honest and act with integrity.
- Respect the confidentiality of people involved in Open Country.
- Follow safeguarding policies and procedures at all times and report any concerns of abuse or neglect to a staff member.
- Be reliable; arrive on time and be ready to participate in activities as agreed.
- Inform Open Country as soon as possible if you cannot attend a session.
- Dress appropriately for the outdoor activities and follow any relevant guidance from the leader.
- Inform the volunteer coordinator or staff leader if you do not feel you have had sufficient training in order to carry out your volunteer role.
- Prioritise the safety and wellbeing of all participants - yourself, and others.
- Follow health and safety guidelines, including the use of equipment and tools, paying particular attention to the Toolbox Talks and Risk Assessments that you are asked to read at the start of your volunteering.
- Respect the work of the organisation and not bring it into disrepute.
- Avoid making public statements on behalf of Open Country unless authorised to do so.

By volunteering with Open Country, you agree to follow this Code of Conduct. Failure to do so may result in you being asked to step down from your volunteering role.

Thank you very much for your commitment in helping people with disabilities to access and enjoy the countryside!

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