

The MATA Regal Theatre Company Limited

Code of Conduct for Volunteers

Introduction

The most essential resource of any charity is its people. Volunteers play a particularly important part in executing the work of a charity. Charity trustees are responsible for providing leadership to volunteers. This includes supporting and valuing the contribution volunteers make to the aims and objectives of the charity as well as promoting standards of behaviour as outlined in this document.

Charity trustees should support volunteers in carrying out their duties and always, in terms of their conduct, serve as an example of how everyone in the charity should conduct themselves in order to reflect the values of the charity.

This document does not contain an exhaustive description of matters (legal requirements or otherwise) which need to be addressed in the context of the relationship between a charitable organisation and its volunteers.

What is a Code of Conduct for volunteers?

This code of conduct for volunteers defines the standards of behaviour expected of volunteers in order to ensure that:

- the charity is effective, open and accountable;
- volunteers have productive and supportive relationships with each other and other persons who interact with the charity.

The Code of Conduct for Volunteers should apply to all volunteers within the charity, including the Trustees and should be shared with new volunteers as soon as they agree to take on a volunteering role in the organisation.

The board of charity trustees should review the Code of Conduct for Volunteers at 3-year intervals or as appropriate.

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Code of Conduct for Volunteers

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of **The MATA Regal Theatre Company Limited, herein after called 'The Charity'**. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour 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;
- Undertaking all training required to carry out their role in a safe 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 The Charity with Head of the Volunteer Working Group;
- 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;
- Reporting any health and safety concerns;
- Directing any questions regarding The Charity's 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 in line with The Charity's grievance procedures;
- 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 with the Head of the Volunteer Working Group;
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential or personal information and at the end of their involvement with The Charity returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of The Charity;
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to the Head of the Volunteer Working Group. For the avoidance of doubt, volunteers are not required to disclose the fact or details of 'spent convictions' to the Charity.

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 as a volunteer – however it is noted that those engaged in producing, directing or taking part in shows may receive small gifts of appreciation – should anyone be in any doubt they should consult their line manager or a member of the volunteering sub committee
- 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 or race);
- 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 The Charity, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised 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 the charity ends, confidential information gained in the course of their role with charity.

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

Volunteers acknowledge that no employment relationship is created in the context of their role with **The MATA Regal Theatre Company Limited**.

The Head of the Volunteer Working Group is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Approved by the Board of Trustees on 9 February 2025 – Review due in 3 years or sooner if required