

2018 Festival Volunteer Code of Conduct

WaterAid has built a reputation for the quality of our work, which is based largely on the ability, integrity and conduct of our staff and volunteers. In order to maintain and enhance our reputation, we expect the highest standards of conduct from volunteers. When onsite at a festival, you are a representative of WaterAid and as such your behaviour should reflect this code of conduct at all times at the event, not only when actively volunteering.

This code of conduct aims to protect people from placing themselves in a position where their conduct may be misinterpreted. Conduct concerns the behaviour, language and actions of individuals. Inappropriate conduct can adversely impact on WaterAid's culture, staff/volunteer relationships and external reputation.

WaterAid respects individual rights to privacy and will not intervene in the way people choose to live their lives outside time spent volunteering, apart from where it may have a direct impact on their volunteering or may bring WaterAid into disrepute.

Our Values

WaterAid's vision is of a world where everyone has access to safe water and sanitation. Our mission is to transform lives by improving access to safe water, hygiene and sanitation in the world's poorest communities. The achievement of this is underpinned by our values – they define who we are and how we do things at WaterAid. Below are the values which we expect our volunteers to demonstrate:

- **Respect:** We treat everyone with dignity and respect and champion the rights and contribution of all to achieve a fairer world.
- **Collaboration:** We work with others to maximise our impact, respecting diversity and difference in the pursuit of common goals.
- **Accountability:** We are accountable to those whose lives we hope to see transformed, to those we work with and to those who support us.
- **Innovation:** We are creative and agile, always learning and prepared to take risks to accelerate change.
- **Courage:** We are bold and inspiring in our actions and words, and unpromising in our determination to pursue our mission.
- **Integrity:** We act with honesty and conviction and our actions are consistent with openness, equality and human rights.

Standards of conduct

WaterAid requires these commitments to be made by volunteers:

I will follow WaterAid's cash handling procedures (outlined in training) and use WaterAid's resources responsibly to maximise our impact for those without access to safe water, sanitation and improved hygiene

This means:

- I will ensure that I use and account for any WaterAid monies and resources entrusted to me in a responsible and accountable manner and that I will comply with policies and procedures.
- I will consider my impact on the environment and will use resources sustainably.
- I will report any misuse of WaterAid monies or resources to a member of the WaterAid management team/my supervisor.
- I will use WaterAid's equipment appropriately and will comply with all related policies and procedures.

I will treat people with dignity and respect

This means:

- I will demonstrate respect for people that have different backgrounds, beliefs and ways of life (including religion, ethnicity, sexual orientation, nationality, disability and medical condition).
- I will ensure that my behaviour towards colleagues and others does not cause offence and are not considered bullying, harassment or discriminatory.
- I will conduct myself in a way that supports WaterAid's approach to equity, inclusion and diversity.
- I will be professional and courteous in my dealings with others and will not use inappropriate or offensive language, either verbally or in written communications (such as emails).

I will work to protect and enhance the reputation and standing of WaterAid

This means:

- I will act in accordance with WaterAid's values.
- I will not accept any gift, gratuity or incentive that could be seen as payment for giving favour or advantage. I will report any gifts or payments.
- I will not offer bribes or inappropriate inducements.
- I will not use my position with WaterAid to solicit any personal benefit (for example, financial or sexual).
- I will not undertake activities outside WaterAid that would conflict with my role e.g. political activity that could bring WaterAid into disrepute.
- When talking to members of the public at festivals, I will not express views or opinions externally/publicly that could damage WaterAid's reputation by contradicting our ethos, values or policies. I will ensure that, where appropriate, I differentiate between a personal view and that of WaterAid.

I will not undertake any actions that will place the safety, health or welfare of any person at unnecessary risk

This means:

- I will comply with policies and procedures on health and safety that I receive in my training, and will conduct myself in a way that avoids unnecessary risk to the safety, health and welfare of me and others.

- I will report to the WaterAid management team/my supervisor any cases where a child or vulnerable adult is at risk, as detailed in my volunteer training.
- I will inform the WaterAid management team/my supervisor if there is a health and safety or security risk that needs to be addressed.