

WaterAid festivals 2024: Volunteer code of conduct

WaterAid festival volunteers are individuals who volunteer their time to represent WaterAid at festivals. This Festival Volunteer Code of Conduct (the “Code of Conduct”) is in place to protect the volunteers, those they work with and WaterAid itself. When you apply to volunteer with WaterAid at a festival you agree to comply with this Code of Conduct.

Please ensure you read this Code of Conduct very carefully so that you understand what behaviour is expected of you when volunteering with WaterAid. Failure to follow this Code of Conduct may result in you being asked to leave the festival site and may mean you are not invited to volunteer with WaterAid at future events.

When onsite at a festival, you are a representative of WaterAid and as such your behaviour must comply with this Code of Conduct at all times at the event, not just when actively volunteering. Inappropriate conduct can adversely impact WaterAid’s culture, staff and volunteer relationships and its external reputation. Conduct relates to the behaviour, language and actions of individuals.

WaterAid has built a reputation for the quality of our work, which is based 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.

WaterAid respects an individual’s right to privacy and, apart from where it may have a direct impact on their volunteering or may bring WaterAid or its partners and suppliers into disrepute, will not intervene in how people choose to live their lives outside time spent volunteering.

Our values

WaterAid’s vision is a world where clean water, decent toilets and good hygiene are normal for everyone, everywhere. At WaterAid our six values are at the very heart of our organisation – who we are, what we do and how we do it. We expect anyone who represents WaterAid to be guided by these values, treating staff and those we work with, with dignity and respect.

Below are the values we expect all 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 volunteers to adhere to the following five commitments that outline what is expected of everyone who represents WaterAid.

1. I will ensure my conduct is consistent with WaterAid's values and standards. This means:

- I will seek to protect public confidence in WaterAid. I will be accountable for my actions and will ensure that I do not misuse my volunteer position and the power it comes with, to abuse, harm, exploit, or harass any individual including staff, fellow volunteers, or members of the public
- I will comply with WaterAid policies and act lawfully.
- I will help prevent and report any criminal or unethical activities that may impact WaterAid's work.
- I will inform WaterAid of any unspent criminal convictions I have when applying to volunteer with WaterAid and will notify WaterAid if I face any criminal charges during the time I am a volunteer that may affect my ability to carry out my duties or impact upon WaterAid's reputation.

2. I will treat everyone with respect and dignity and challenge harassment, bullying, discrimination, exploitation, exclusion, oppression or abuse. This means:

- I will respect everyone's human rights, including those who may be more vulnerable such as children (anyone under the age of 18) and vulnerable adults, and ensure my relationships are not abusive, exploitative, or corrupt.
- I will report any cases where a child or vulnerable adult may be at risk, to the WaterAid management team or my supervisor as detailed in my volunteer training.
- I will not have sexual relations at any time with children (defined as a person under 18 years of age) or vulnerable adults.
- I will positively encourage diversity and inclusion, and demonstrate respect for people that have different backgrounds, beliefs, customs, traditions and ways of life including race, colour, gender, language, religion, political or other opinion, or other status such as disability, age, sexual orientation and gender identity, health status, economic and social situation.
- I will ensure all WaterAid volunteers, staff and others I interact with are treated with dignity, inclusion and respect by demonstrating allyship, by challenging, reporting and

refraining from inappropriate behaviour, microaggressions, discrimination, bullying and harassment.

- 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.

3. I will avoid any possible conflicts of interest between my private life and WaterAid's work. This means:

- I will not abuse my position as a WaterAid volunteer to secure benefits for myself or any family member or friend.
- I will not offer, promise, give or accept bribes.
- I will not accept any gift, gratuity or incentive that would be seen as payment for giving favour or advantage. I will report any gifts or payments.
- I will not undertake any activities outside of WaterAid that would conflict with my volunteering and that could bring WaterAid into disrepute.
- When talking to members of the public at festivals or in using social media, I will not express views or opinions that could damage WaterAid's reputation by contradicting its ethos, values or policies.
- I will report any attempts at bribery in relation to my volunteering with WaterAid, to a member of the WaterAid management team or to my supervisor.

4. I will act responsibly with the resources, money, equipment and information I have access to as a WaterAid volunteer. This means:

- I will use all WaterAid resources responsibly and account for any money, information and equipment entrusted to me.
- I will comply with all policies and procedures outlined in my training about WaterAid equipment, such as cash handling procedures.
- I will comply with global and national requirements on the use and protection of data and information.
- I will consider my impact on the environment and use resources sustainably.
- I will report any misuse of WaterAid monies or resources to a member of the WaterAid management team or my supervisor.

5. I will ensure my actions do not create an unacceptable risk to anyone's health, welfare, safety or security.

- I will comply with all policies and procedures that I am made aware of in my training or at any time before, during or after attending a festival with WaterAid. This will include WaterAid's Festival Volunteering Health, Hygiene and Safety Policy and Safeguarding Policy. I will conduct myself at all times in a way that avoids unnecessary risk to the

safety, health and welfare of myself and others.

- I will maintain the confidentiality of any personal or business data I am given access to as part of my volunteer role.
- I will not volunteer if there is any risk that I am under the influence of alcohol or any illegal drug or illegal drug-related substances, or any other substance including “legal highs”, that may pose unnecessary risk to my welfare or that of others including WaterAid staff, other volunteers or the public.
- I will abide by any instructions issued by the police, security services or local authorities, or by WaterAid following an incident or emergency at a festival.
- I will immediately report any suspicious behaviour, activity or other security concerns to the police, security services, local authorities or WaterAid, that either has jeopardised, or has the potential to jeopardise, the health, safety, security or welfare of volunteers and festival-goers.
- I understand that if I am found to be breaking the law, I will be subject to the normal applicable legal sanctions as well as any policies or procedures applicable to the festival.
- I understand that if WaterAid’s management team feel that my remaining on-site with WaterAid is likely to cause me significant risk or harm for any reason, including due to illness of any kind, WaterAid may require me to leave the festival.

By accepting a place on the WaterAid festival volunteering team, I confirm that I will adhere to the above standards of conduct. I also accept that the WaterAid onsite management team have the ultimate authority and have absolute discretion in determining if I have breached this Code of Conduct.

I understand that if I do not follow this Code of Conduct I may not have my deposit refunded to me by WaterAid and/or may be asked to leave the festival site. This is in accordance with the volunteer agreement and deposit terms and conditions.

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