

# Volunteer Code of Conduct



**This code of conduct is in place to keep all individuals safe from harm, please ensure you read this document carefully and understand what behaviour is expected of you when volunteering with WaterAid.**

When onsite at a festival, you are a representative of WaterAid and as such your behaviour should comply with this code of conduct at all times at the event, not only when actively volunteering. Inappropriate conduct can adversely impact WaterAid's culture, staff and volunteer relationships and 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.

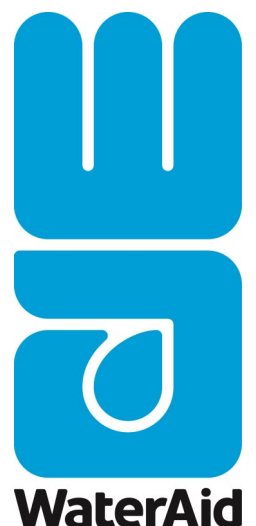
WaterAid respects an individual's right to privacy and apart from where it may have a direct impact on their volunteering or may bring WaterAid into disrepute, will not intervene in how people choose to live their lives outside time spent volunteering.

## 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 manage any power that comes with my volunteering position, with restraint.
- 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.

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

- I will respect everyone's human rights, including those who may be more vulnerable such as children 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 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 all WaterAid volunteers, staff and others I interact with are treated with dignity and respect and will refrain from inappropriate behaviour, discrimination, bullying or 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, I will not express views or opinions publicly or on social media that could damage WaterAid's reputation by contradicting its ethos, values or policies.

**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/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 policies and procedures on health and safety, including those on COVID-19, that I receive in my training or at any time before, during or after attending a festival with WaterAid. I will conduct myself in a way that avoids unnecessary risk to the safety,

health and welfare of myself and others.

- I will not volunteer under the influence of alcohol or under the influence of any illegal drug or illegal drug-related substances.
- 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 the potential to jeopardise, the health, safety, security or welfare of volunteers and festival-goers

**By accepting a place on the WaterAid festival volunteering team, I confirm that I will adhere to the above standards of conduct. I understand that if I do not follow this code of conduct I may not have my deposit refunded to me 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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