Volunteer Code of Conduct

Introduction

Without our incredible volunteers, we simply couldn't do what we do. From raising money to increasing awareness, inspiring people to join our register to supporting our remarkable donors, volunteers are at the very heart of our work.

Our values underpin how we approach our life-saving work, how we make our decisions and how we interact on a day-to-day basis:

- Passionate - we understand our vision, we know how to articulate it – and we believe in it.
- Patient-Focussed - we listen to their needs and understand their concerns – and that knowledge shapes our work.
- Innovative - we learn from our past, we look to our future, and we're always keeping an eye out for new ways to deliver on our vision.
- Improving Every Day - we identify opportunities for positive change, and we actively seek out ways to improve
- Accountable - we take responsibility for the choices we make, we assess the risks and rewards of our decisions, and we're accountable for whatever comes next.

These values also sit at the heart of this Code of Conduct.

Your Conduct

We want everyone to have the most positive and rewarding experience possible while volunteering for Anthony Nolan. To achieve this, it's important that we treat everyone we interact with in the right way.

As a volunteer you are an ambassador for Anthony Nolan, and so we ask that when you're volunteering, you:

- Be respectful
- Be considerate
- Be open and honest
- Create a positive and supportive atmosphere
- Communicate clearly and effectively
- Respect individuality
- Respect confidentiality

In return, we will treat you with respect, consideration and appreciation; ensure that you know what responsibilities are associated with your role; provide the support and training you need to carry out your role; and share feedback with you on how your efforts contribute to our life-saving work.

Whatever role you are undertaking for us, you should ensure you are clear on what is expected, and if you are in any way unsure, please check with your volunteer lead.

When representing Anthony Nolan, you should ensure that your appearance is appropriate, and that if you are required to wear any protective or branded clothing that it is in good repair.

In your role you should be aware of health and safety, both your own health and safety, and that of others around you. You must comply with all health and safety instructions given to you by your volunteer lead or the event organiser.

You are responsible for the security of data in accordance with the General Data Protection Regulations 2018 (GDPR) and in line with our Information, Communications and Security Policy. You should ensure that any passwords or account information are kept securely and not shared with anyone, including staff, family or friends.

Whilst volunteering for us you may have access to confidential information, and you have a duty ensure that this is not shared with anyone during or after the time you volunteer for us. This may include information about potential and existing donors, other volunteers, patients and staff, as well as business and financial information about Anthony Nolan.

You should not share your private phone number, home or email address with member of the public, nor should you seek this information from them. Further information is available in our Personal Safety Policy and Procedure.

Expenses will be paid in accordance with our Volunteer Expenses Policy.

Safeguarding

We believe that, as well as our staff, our volunteers share responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults.

Where an issue relates to a safeguarding concern about a child, young person or vulnerable adult you should refer to our Safeguarding Policy, and report the issue to your volunteer lead.

Raising concerns about a volunteer's conduct

While volunteering, you should always be treated and treat others with respect. If you feel this is not happening, or if you have any other concerns, we are here to help. You may have concerns about:

- Legal compliance: for example, a safeguarding or data protection issue
- Conduct: how someone behaves whilst volunteering
- Capability: a volunteer's ability to undertake a role
- Performance: how well a volunteer is performing the role

If you are worried about how you, or someone else, is being treated please refer to our Volunteer Concern Resolution Policy or discuss the matter informally with your volunteer lead in the first instance.

While we will always endeavour to resolve concerns amicably, there will be instances where issues cannot be resolved after more formal discussions and, in these circumstances, we may make the decision to end your volunteering relationship with Anthony Nolan.

Leaving or taking a break from volunteering

We recognise that there may be certain circumstances where you may decide to take a break or cease volunteering for us entirely. If you need to do so, please talk to your volunteer lead in the first instance.