



Rickmansworth Waterways Trust

Volunteers' Code of Conduct

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Thank you for volunteering with Rickmansworth Waterways Trust. As a volunteer it is your responsibility to:

- **Act in the best interest of RWT when volunteering** - consider what is best for the organisation and its beneficiaries and avoid bringing RWT into disrepute. RWT issues branded polo shirts to all volunteers and asks them to wear theirs when volunteering to promote the organisation.
- **Have a sound and up-to-date knowledge of RWT and its environment** – understand the volunteering task they are undertaking and ensure they are capable of carrying it out. If in any doubt of their ability, they must seek assistance from the General Manager or Education Programme Manager to get training in any operation required for the role.
- **Wear the appropriate Personal Protective Equipment required for the activity** - for some volunteering roles protective apparel is required e.g. life jackets when operating the Trip Boat or gloves and appropriate footwear when manual handling. Please follow the guidance of the person directing the volunteering activity.
- **Always let the manager of any rota know well in advance if they are unable to volunteer for a previously committed slot with as much notice as possible.** RWT fully understands that volunteers occasionally are unable to honour commitments.
- **Attend volunteer meetings as required** – volunteer meetings are a good way of communicating information on the Trust's activities and keeping up to date with any changes in their volunteering role. The meetings engender a feeling of belonging to a worthwhile organisation. Volunteers are encouraged to attend these if possible.
- **Carry out any training required for their volunteer role** – this is particularly important for roles involving operating RWT's boats and supporting the Trust's education work with young children, including having DBS checks.
- **Actively engage in any discussion on RWT's volunteering roles** – volunteers' contributions to improving the activities of the Trust are important.
- **Work considerately and respectfully with all** - respect diversity, different roles and boundaries and avoid giving offence. Treat all other volunteers and employees of the Trust, as well as school children, accompanying adults and any other visitors, in the way that they would wish to be treated.