



## Code of Practice for Volunteers

Volunteers are the lifeblood of our work to promote the Leeds-Settle-Carlisle Line. The roles we perform vary considerably but nonetheless we all have a responsibility to uphold high standards. We are committed to protect and enhance the good reputation of the railway family, FoSCL our partners and stakeholders. Our mutual expectations are:

Volunteers will:

- promote the Leeds-Settle-Carlisle line in any contact with the public
- represent FoSCL positively and actively promote the organisation and its work
- maintain helpful and appropriate relationships with volunteers and partner bodies
- abide by agreed policies relating to health and safety, safeguarding and equality
- work collaboratively with colleagues (including participation in rotas as required)
- be responsible and accountable in the way the role is performed
- be fair and treat everyone with respect, courtesy and sensitivity
- challenge inappropriate behaviour, poor practice or poor service to the public
- share information within the team and organisation (unless restricted or confidential)
- communicate openly, professionally and respectfully
- do their best to enjoy volunteering, be an advocate and commend it to others

FoSCL will:

- seek to provide a suitable environment in which volunteers work
- provide a written activity description for each distinctive volunteering role
- offer support and training for volunteers where appropriate
- promote opportunities to share good practice and learn from others
- create a feedback loop for complaints, suggestions and improvements
- provide opportunities to meet other volunteers including occasional social events
- promote volunteering so it can be satisfying, rewarding and fun

The Code applies to Office Holders, Committee members, Team Leaders and Volunteers

### Breaches of the Code

1. In the first instance a mutually acceptable way to move forward will be discussed with the parties involved. In most cases it is expected this will be sufficient to resolve the issue.
2. If the code is breached again by the same person it will be investigated and, if proven, may lead to restrictions or withdrawal of the volunteers role.
3. A right of appeal is available. This will be heard by 1 Committee Member, 1 Team Leader and 1 Volunteer none of whom have any involvement or direct interest in the case.

**Signed off by: FoSCL Committee**

**Paul Kampen, Secretary**  
**11 February 2022**