



# Dobcross Village Society Ltd Volunteer Code of Conduct

This Code of Conduct applies to all volunteers, including those on the Management Committee. They set out the standards of personal behaviour and conduct required while running the shop, and to which all volunteers are expected to subscribe.

All volunteers are expected to:

- Read, and adhere to procedures within the shop working handbook and any further guidance or instruction given by the Shop Manager.
- Act always in the best interests of the shop and do nothing to bring the shop into disrepute.
- Refrain from seeking any personal advantage from working in the shop, e.g. receiving personal gifts or personal discounts from suppliers.
- Be loyal and refrain from discussing publicly, other than at appropriate volunteers or society meetings, anything relating to the shop business or the shop's finances.
- Take as much care in carrying out the shop business as they would their own, e.g. by being reliable and punctual in carrying out their shift, and by being scrupulous and economical in handling the shop's money and goods.
- Maintain the highest standards of customer service, and for the duration of their shift, maintain their responsibility and role of overseeing the shop.
- Maintain boundaries and roles which will change from one occasion to another, as volunteer, customer and, sometimes supplier.
- Treat all other volunteers involved in the running of the shop and the society with dignity, respect and fairness.
- Work cooperatively and supportively with the Shop Manager and the Management Committee and strive to make the governance arrangements work for the best interests of the shop.

## Non-compliance with this Code of Conduct

Any material or persistent breach of this code may result in a volunteer being asked to stand down from volunteering for Dobcross Village Store.

Name: \_\_\_\_\_ (please print clearly)

Signed:

Date: \_\_\_\_\_

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## **Dobcross Village Society Ltd**

Registered as a Community Benefit Society (Reg. No. 9169)

**TRADING AS DOBCROSS VILLAGE STORE**