



GenerationTech

GenerationTech - Code of Conduct

Introduction

We are all volunteers and GenerationTech provides support for the most vulnerable in our society. We are therefore obliged to ensure everyone is protected by agreeing to very straight-forward guidelines around how that engagement should work. This is not a rulebook, nor does it ask anyone to do anything arduous. It clarifies what is expected from GenerationTech volunteers whilst in their role. All GenerationTech volunteers are asked to sign the code of conduct, or specifically confirm by email to indicate they commit to the rules of GenerationTech, but to also understand we do have guidelines to follow, to try to ensure that no-one, including the volunteer, ends up in any difficulty.

Volunteers have the right:

- To be treated with respect, dignity and courtesy always
- To receive an adequate induction, information and training session where possible/ appropriate to enable you to meet the needs of the role
- To volunteer in a safe and friendly environment
- To have the freedom to inform organisers of any concerns or opportunities for improvement within the role

Volunteers commit to abide by the following:

- To fulfil the role to the best of their ability and to request further training if needed
- To be there, during their volunteered hours
- To follow the organisational policies and procedures that apply to the volunteer role
- To give suitable notice to GenerationTech when not available or unable to attend
- To show respect and consideration always for fellow volunteers and in line with the culture of the organisation

Public Profile

Volunteers are expected to commit to the aims and objectives of GenerationTech (aka Covid19 Tech Help) while both inside and outside the organisation. Invitations to speak on behalf of the Organisation must be discussed and agreed with the allocated contact in GenerationTech. Volunteers are free to mention their work at GenerationTech on social media provided it is done so in an assistive and appropriate manner.

Whilst we have a wonderful volunteer group with us, we need to formalise what we see as unwanted behaviours. The following behaviours are in breach of the Code of Conduct:

- Criminal conduct of any kind
- Breach of confidentiality
- Assault, verbal abuse or threatening behaviour towards older people, fellow volunteers, staff or the general public
- Conducting calls while under the influence of alcohol and drugs
- All forms of bullying, sexual abuse, harassment and discrimination
- Lack of respect for people with disabilities, fellow volunteers, staff and the general public
- Adherence to good practice in regard to reliability and commitment
- Misuse of telephone, email, internet and other facilities provided by the group, regardless of where used.
- Selling or recommending a product that you or a family member/friend benefit from.

This list is not exhaustive. Remember you are representing all of us on every call, email and post you make while volunteering.



Dispute Resolution

For serious incidents involving a volunteer, the volunteer will immediately be asked to step back from volunteering duties while the situation is being investigated and that all parties are heard. Depending on the result of the short (given our resources) review, the volunteer will be reinstated or may no longer be able to make/ take calls. If asked to leave you will have a right to appeal. We ask volunteers to bear in mind that we have limited resources to investigate issues and handle appeals. Both Callers and Volunteers may complain or report an incident via the Complaint Form.

Volunteer Complaints and Grievances

If a volunteer wishes to make a complaint, they should initially discuss their grievance privately with John Harrington. If problems cannot be resolved they can put their complaint via the Complaints form. GenerationTech will determine the appropriate action following due process procedures.

Accepted by:
(volunteers name)

Signed: _____

Date: _____