

Who we are/what we do

Shropshire Wildlife Trust is the leading environmental and conservation charity in Shropshire. We are part of a partnership of organisations called the Royal Society of Wildlife Trusts. Together we are the largest voluntary organisation dedicated to protecting wildlife and wild places in the countryside, in towns and cities and at sea. Shropshire Wildlife Trust has over 11.500 members and over 500 active volunteers. We have 13 Branches and local Friends groups, and we own and manage over 1000 hectares in Shropshire. Our vision is to work towards a county rich in wildlife, deeply valued by all who live here; wildlife valued not only for itself but also for the contribution it makes to society and the economy.

Our commitment to Volunteers

Volunteers underpin all areas of the Trust's work from local groups to reserve wardens and Trustees. The guidelines below are in place to ensure your safety and that of the Trust. They are not designed to be restrictive in any way. Shropshire Wildlife Trust aims to provide a professional service to volunteers, but we also want you to have fun and enjoy your volunteering experience. We could not deliver the level of service and range of projects without volunteers and the time you give up is very much appreciated.

What is the Code of Conduct?

The Code of Conduct is a summary of the policies which apply to being a volunteer. This Code of Conduct sets out the standards of behaviour that Shropshire Wildlife Trust expects from you and identifies your rights and responsibilities as a volunteer.

Compliance with the Code of Conduct is one condition of your involvement with us and should be regarded as a minimum standard which you should work to. By working within the guidelines of the Code of Conduct you will be contributing to the success of the Trust.

If you would like to ask us any questions about the content of this Code of Conduct, please contact the Supporter Relationships Officer (Volunteers & Community Groups) marinac@shropshirewildlifetrust.org.uk.

Standards

It is important that quality is at the heart of everything we do. As a volunteer you are representing SWT and as such we expect a minimum standard of behaviour and professionalism. We also have a duty of care towards you our volunteers and as such we will ensure that your safety and the safety of others is paramount. Teamwork, a positive attitude and a willingness to learn, are all part of the role of a volunteer.

The following will apply at all times:

- Induction which will include: attendance time, location, clothing, travel, food and any other requirements relating to your volunteer role
- A detailed role description will be provided
- Training and development for your role;
- A healthy and safe environment; and
- Appropriate supervision with a named member of staff.

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General Guidelines

Attendance

If you are unable to attend for any reason, please ring your staff contact or contact reception and ask them to pass on the message to them. You can contact Reception on 01743 284280 or email reception@shropshirewildlifetrust.org.uk

Confidential Information

Some of our roles involve access to confidential information and we require 2 satisfactory references for these positions. As a volunteer you have an obligation to protect confidential or personal information in relation to other volunteers and other organisations/events. If you have access to confidential information (including addresses or telephone numbers of colleagues/members and volunteers), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event. Volunteers who are office based and have access to our systems are expected to use the systems for their task only and not for personal reasons. *(For more information please refer to our IT and social media guidelines available upon request).*

Equal Opportunities

Shropshire Wildlife Trust is committed to ensuring within the framework of the law that our workplace is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria. *(Please refer to the Dignity and Diversity Policy).*

First Aid

If a medical emergency should arise, unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained. Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency.

If there is any immediate danger, get yourself and those near you away from the area as quickly as possible. Your attempts to assist someone should be minimal but you might be able to do some of the following until help arrives.

- Clear the space around the ill or injured individual and keep other spectators away;
- Help make the individual comfortable;
- If possible, place them in the recovery position and call the emergency services on 999 as soon as possible
- Be extremely careful with blood. You can put a cloth over a wound to help stop bleeding but do not touch the wound or allow blood to come into contact with your skin.

We offer First Aid training to some of our volunteers and if you are interested this can be discussed with your staff contact.

Grievance Resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. Shropshire Wildlife Trust is committed to encouraging an open environment in which all volunteers can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing

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fair and honest settlement of any grievance. Grievance will be dealt with in this order until resolved: staff contact / Supporter Relationships Officer / senior management/CEO.

Health and Safety

We are committed to providing you with a safe working environment. You are required to exercise reasonable care during your role to ensure the Health and Safety of yourself and others.

Please be aware of, and follow, all safety information. The following safety responsibilities apply to everyone:

1. Pay close attention and familiarise yourself with the facilities during your tour of the organisation or venue you are volunteering at and note the names of the different exits and access points.
2. Pay attention to Health and Safety briefings given by staff at the start of each work party on reserves. This includes a Risk Assessment for the site and the activity being carried out.
3. Always co-operate fully with Trust staff.
4. Understand the emergency plans for the venue (e.g. fire evacuations).
5. Do not use any equipment or machinery which you have not been trained to use.
6. Take care when lifting and carrying – we offer lifting training to volunteers working in the shop and on reserves.
7. Report any potential hazards to a member of staff; and in the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger.
8. If you feel an activity is unsafe or you feel unwell, report this to your supervisor.
9. Contribute to a safe and healthy workplace - don't leave bags or rucksacks lying around, keep work areas and gangways clear and tidy.

Mobile Phones / Personal Mobile Radios (PMR)

The use of mobile 'phones in the office should be restricted to essential calls only and taken outside the office if possible. Volunteers should be aware that mobile reception on reserves is varied and there are sites where there is no mobile signal. Lead staff have a mobile 'phone at all times and know the nearest place to pick up a signal in the event of an emergency

Notice boards and information display

Noticeboards, newsletters and other forms of information display are for the benefit of volunteers. Please do not post personal notices of events.

Clothing

Reception: you are required to be neatly groomed, presentable and to always maintain a high level of personal hygiene when on duty. For safety reasons, jewellery should be kept a minimum.

Outdoor roles: weather is a big factor when out volunteering on our reserves. You must wear appropriate clothing and be aware that the weather can change, and sites are often high and exposed. Footwear must be strong and provide good ankle support.

Personal Property

You should note that there is no supervised storage space at The Cut Visitor Centre. You are advised to always keep all personal possessions on you, and to keep these to a minimum.

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Professional behaviour

All volunteers have a responsibility to always behave professionally, and this includes towards other volunteers, the public and Trust staff. If you wear SWT branded clothing as part of your role, please be aware that the general public will see you as a representative of the Trust and therefore professional behaviour is always expected.

Please be aware that swearing, offensive language and offensive / inappropriate jokes are unacceptable when volunteering. We often have young people volunteering with us and as such we expect appropriate language, conversation and behaviour. Swearing and anything of a discriminatory nature will not be tolerated.

Smoke Free environment

We are an environmental organisation that promotes health and wellbeing and as such we observe a smoke-free work environment. Smoking is only allowed away from the building during approved breaks.

PLEASE REMEMBER:

These guidelines are in place to ensure everyone's safety and enjoyment whilst volunteering with us. They are not designed to be restrictive in any way.

Shropshire Wildlife Trust aims to provide a professional service to its volunteers, but we also want you to have fun and enjoy your volunteering experience. The time that you give to us as a volunteer is very much appreciated.

Please ensure that you have marked the relevant box on the Volunteer Application Form to indicate that you have read, understood and agree to abide this Code of Conduct whilst volunteering with Shropshire Wildlife Trust.

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Updated with new SWT logo	March 2022