



FEEDING FAMILIES

Charity Number: 1179694

VOLUNTEER CODE OF CONDUCT

Last Reviewed October 2025





1. Introduction

At Feeding Families, volunteers play a vital role in helping us provide essential support to individuals and families in need. To ensure a safe, respectful, and productive environment, all volunteers are expected to adhere to the following Code of Conduct.

2. Health & Safety

Your safety and the safety of those around you are a priority. As a volunteer, you must:

- Follow all health and safety guidelines provided during your induction.
- Wear appropriate clothing and any required personal protective equipment (PPE).
- Use equipment safely and as instructed.
- Keep walkways and workspaces clear to prevent accidents.
- Report any hazards, accidents, or near-misses to a staff member immediately.
- Follow food hygiene standards when handling food items.

Failure to comply with health and safety regulations may result in being asked to leave the session.

3. Expected Behaviour & Conduct

We expect all volunteers to act in a manner that reflects the values of Feeding Families:

- **Respect & Inclusivity:** Treat everyone with kindness, respect, and dignity, regardless of background, beliefs, or abilities. Discrimination, bullying, harassment, or inappropriate language will not be tolerated.
- **Teamwork:** Work collaboratively with staff and fellow volunteers. Support and encourage each other to create a positive and productive environment.
- **Reliability & Commitment:** If you sign up for a volunteering session, please make every effort to attend. If you are unable to come, let us know as soon as possible and remove yourself from the session in Volunteero so it free's up the space for other volunteers to claim.
- **Confidentiality:** Respect the privacy of the individuals and families we support by not sharing any sensitive information outside of Feeding Families.
- **Professionalism:** While volunteering, you represent Feeding Families. Please maintain a polite and professional attitude at all times.
- **No Alcohol or Drug Use:** Volunteers must not be under the influence of alcohol or drugs during their shifts. Possession of drugs on any premises operated or controlled by Feeding Families is strictly forbidden



3. Respecting Other Volunteers & Staff

A positive volunteering experience is built on mutual respect and cooperation. We ask that you:

- Listen to and follow instructions from Feeding Families staff and session leads.
- Communicate openly and respectfully with other volunteers.
- Avoid disruptive, aggressive, or uncooperative behaviour.
- Be mindful of personal space and boundaries.

Any serious breaches of conduct may result in dismissal from volunteering activities.

4. Reporting Concerns

If you experience or witness any behaviour that is unsafe, inappropriate, or against this Code of Conduct, please report it to a member of staff immediately. All concerns will be handled confidentially and appropriately.

5. Recruitment of Volunteers

Feeding Families is committed to a fair and transparent volunteer recruitment process.

- All volunteers must register on Volunteer to become a volunteer with us.
- Volunteers are asked to keep their personal information updated within this app and this ensures we are able to communicate with you correctly.
- If necessary we may require background checks to ensure the safety of those we support.
- Any driver would need to submit a copy of their driving licence to be checked prior to any driving missions.

6. Training & Development

To help volunteers carry out their roles effectively, we provide:

- An induction to introduce Feeding Families.
- Role-specific training to ensure volunteers have the knowledge and skills needed.
- Ongoing support and opportunities for skill development where applicable.

7. Supervision & Support

We value our volunteers and aim to provide a positive experience.

- Volunteers will have a designated staff contact for support and guidance.
- Regular check-ins will be conducted to address any concerns and provide feedback.
- Volunteers are encouraged to share ideas and suggestions to improve their experience and the charity's impact.



8. Safeguarding Volunteers & Beneficiaries

Feeding Families is dedicated to creating a safe environment for everyone involved.

- Volunteers must adhere to our safeguarding policies and procedures.
- Any concerns about the welfare of beneficiaries, volunteers, or staff must be reported immediately.

9. Agreement

By volunteering with Feeding Families, you agree to uphold this Code of Conduct. Failure to do so may result in being asked to leave or being removed from future volunteering opportunities.

Thank you for being part of Feeding Families and for helping us make a difference in our community.

Feeding Families
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