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## CODE OF CONDUCT FOR VOLUNTEERS

This code applies to all volunteers who undertake activities on behalf of B4RN.

Broadband For the Rural North (B4RN) is committed to the provision of reliable, hyper-fast, fibre-to-the-property broadband services to rural customers at a competitive cost.

To do that it relies on the professionalism and dedication of volunteers. As you represent B4RN, we ask that you always demonstrate the highest standards of conduct. It is expected that all members of staff, volunteers, and visitors, model courteous and respectful behaviour through all aspects of their conduct.

### We ask that you:

- Challenge unprofessional behaviour in an appropriate manner.
- Challenge prejudice and bullying whilst working on behalf of B4RN, and support colleagues of all social, cultural, and ethnic backgrounds, including members of the LGBTQ+ community.
- Consistently promote diversity and inclusivity
- Recognise that some people have special needs or may wish to interact differently than others, and to support their difference.
- Act in a sensible professional manner including arriving on time for events/activities appropriately dressed.
- Take responsibility for the working environment leaving it as others would wish to find it.
- Be aware of confidentiality and the importance of safeguarding the privacy of people and their families at all times, but also be aware of the need to share information which gives rise to concern about the safety or welfare of others.
- Raise concerns in a non-threatening manner before they become a more serious problem. In the first instance, please try and resolve the situation in a calm and friendly fashion – it may just be a misunderstanding. However, if you do not feel able to do this, you should raise concerns with your Champion, or with B4RN.
- Listen to and respect the opinions of others. Treat all staff, volunteers and the general public with dignity and respect. Please be mindful that you will be identified as part of B4RN when you comment on social media refer people to the B4RN helpdesk or office where there are problems.
- To behave in a professional manner at all times acting as an ambassador for B4RN.