



Broadband for the Rural North Ltd, Station Yard, Melling, Carnforth LA6 2QY

Registration no. 31352R

CODE OF CONDUCT FOR VOLUNTEERS

This code applies to all volunteers on B4RN business.

B4RN exists to provide superb fibre-optic broadband to rural communities. In order 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:

- listen to and respect the opinions of others; safeguard their emotional and physical well-being
- arrive on time for event/activities appropriately dressed
- take responsibility for the working environment leaving it as others would wish to find it
- 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
- recognise that some people have special needs or may wish to interact differently than others, and to support their difference.
- Be aware of your own possible prejudices in working with others, make sure you don't exclude people, and seek to include people however different you feel them to be.
- 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.
- Please be mindful that you will be identified as part of B4RN when you comment on social media - Present a positive picture where you can, and refer people to the B4RN helpdesk or office where there are problems.

REMEMBER

- Behave in a positive way despite any personal problems that you may have.
- Use your common sense and good judgement at all times – don't take any action (physical or verbal) in the heat of the moment. Always ask yourself – “how will this look to others?”
- Use a calm voice at all times, to explain something to or instruct others, so that they can follow our words without feeling threatened or uncomfortable.

- To work as an effective member of a team
 - To provide the best possible environment for co-workers at all times
 - To treat all staff, volunteers and the general public with dignity and respect
 - To behave in a professional manner at all times acting as an ambassador for B4RN.
-
- Use a positive statement rather than a negative one so that others can learn what you expect of them in any situation.
 - Take time to clarify and check people understand you.
 - Avoid using sarcastic words or phrases as these demean others and hurt their self-esteem.
 - Speak respectfully to others at all times, even if you disagree with them.
 - Avoid gossip and negativity as it breeds resentment. We all have a duty to take active steps to divert conversations away from this if we come across it.
 - Work as part of a team, contributing as well as leaning from others and helping to build up a strong workforce.