

# Heartfulness UK

## **Volunteers' Code of Conduct**

Heartfulness UK welcomes all volunteers.

This Code of Conduct is important to us because volunteers come into contact with the public on a regular basis. Volunteers play a key part in shaping the way that the public views and supports Heartfulness UK. The behaviour and conduct of a volunteer will therefore reflect directly upon Heartfulness UK. For many people, a volunteer may be their first point of contact with Heartfulness UK, and their vital first impression will be formed in part according to the way that the volunteer deals with them. We need to ensure that all volunteers carry out their duties in a consistent manner and understand what is expected of them. These standards are set out in this Code of Conduct.

Heartfulness UK also takes the safety and wellbeing of its volunteers very seriously. Owing to the nature of our activities, Heartfulness UK has policies in place which are intended to protect volunteers and the interests of everyone involved with Heartfulness UK, including the public. In order to become a volunteer, the volunteer must therefore agree to adhere to and apply the terms of this Code of Conduct and our policies at all times. Details of what is expected of every volunteer are set out below:

### Volunteers must:

- Have a good understanding of Heartfulness UK and its activities and should be able to explain this to any interested person. We will provide training on this
- Always put the interests of Heartfulness UK first when they are representing us or carrying out activities on our behalf. This will mean not engaging in or promoting their own personal, political, cultural, or religious beliefs when dealing with the public on behalf of Heartfulness UK
- To treat Heartfulness UK with respect at all times. This means not acting in a manner which could cause harm to Heartfulness UK or damage its reputation in any way
- Help members of the public (over the age of 18) to benefit from the practice of Heartfulness
- Perform their tasks to the best of their ability
- Give their time freely and not through compulsion, we want every volunteer to enjoy their work with us
- Treat everyone (members of the public, fellow meditators and volunteers) with a sense of dignity, respect, and worth
- Interact with others in a courteous and polite manner using respectful language
- Be neat, clean and presentable
- Adhere to, apply and understand all Heartfulness policies. These will include policies on anti-bullying/harassment; safeguarding; GDPR; health and safety; conflicts of interest etc

# Heartfulness UK

- Undergo all necessary and appropriate training as and when required by Heartfulness UK
- Respect all confidential information, with the exception of confidential information relating to safeguarding issues, as discussed below. Volunteers are responsible for maintaining the confidentiality of all sensitive or personal information to which they are exposed while serving as a volunteer, whether this information involves volunteers, meditators or other people
- Follow safe processes and practices at all times in all meditation locations, including as necessary participation in training sessions, and report accidents, injuries, and unsafe situations
- Report any safeguarding breaches immediately to the Safeguarding Officer ([safeguarding.equality@heartfulness.uk](mailto:safeguarding.equality@heartfulness.uk)) in accordance with our safeguarding procedures.

## Breaches of the Code of Conduct

Heartfulness UK will be required to take immediate action if we become aware that a volunteer has broken, or is continuing to act in a way that is contrary to some part of this Code of Conduct. We regard this as being a very serious matter because breach of the Code of Conduct can result in reputational damage to Heartfulness UK, or can adversely affect our beneficiaries, supporters and future supporters in some way.

In the event of any concern being raised, we will take the following action:

- If a complaint is made under our complaints procedure, or in the event of a possible breach of any of our policies, the complaint or breach will be dealt with in accordance with the procedure set out in the policy concerned.
- Any other concerns/ allegations will be dealt with in accordance with our Complaints/Grievance/Whistleblowing Procedures. This can result in the following steps being taken, depending upon the nature and severity of the breach:
  1. Asking a volunteer to provide a formal apology, which may be given in person, or in writing, or both.
  2. Requiring a volunteer to undertake such further training as may be required.
  3. Issuing a volunteer with a written warning from the Secretary. This warning will set out the corrective steps that the Secretary will expect the volunteer to take to remedy the breach and may also require the volunteer to issue a formal apology or undertake further training as above. The warning will set out a timeline for taking this remedial action.
  4. The Secretary team and/or Trustees can remove the right to be a volunteer at their discretion if they consider it to be in the best interests of Heartfulness UK to do so, or in the event that the volunteer in question continues to breach the Code of Conduct or does not carry out the remedial steps set out above to the satisfaction of the Trustees.