



The countryside charity  
Hertfordshire

Standing up for Hertfordshire's countryside

31a Church Street  
Welwyn  
HERTS AL6 9LW  
[www.cpreherts.org.uk](http://www.cpreherts.org.uk)  
[office@cpreherts.org.uk](mailto:office@cpreherts.org.uk)  
01438 717587

## Volunteering Commitments

Thank you for volunteering for CPRE Hertfordshire.

We are the countryside charity for Hertfordshire and we believe the countryside is for everyone, wherever you live. Your support is valuable in helping us achieve our mission.

### Our Commitments

We are committed to supporting you in your role. We will:

- Respect your rights and dignity and treat you fairly regardless of age, gender, ethnic origin, religion, sexual orientation, or ability
- Provide you with access to induction, training and development opportunities
- Communicate any changes that relate to your volunteering promptly and clearly, usually by email
- Link you to a named supervisor who will be in contact with you regularly
- Ask how your volunteering may be improved
- Be honest with you about any ways that you may develop and deal with any issues promptly
- Reimburse necessary expenses, including travel costs, in line with our Volunteer Policy
- Recognise your contribution and involve you in developing our work together

### Our Values

We aspire to live our values in all that we do and we ask that you do too.

- Open. We are inclusive and respectful of everybody, no matter who they are or where they live. We are open minded, considerate of others and use language that everyone can understand.
- Connected. We value lasting and effective relationships and encourage collaboration. We are good at listening, unite over common ground and celebrate shared successes.
- Trusted. We use evidence, knowledge and experience to influence positive change. We show this by acting with integrity, being rigorous and holistic in finding solutions, and being confident.
- Inspirational. We are ambitious and determined in everything we do. We channel our passion to motivate others and encourage them to act. We keep the goal in mind, are innovative and have a positive attitude.

## **Volunteer Conduct**

We ask all volunteers to respect this code of conduct to ensure CPRE Hertfordshire is a positive and safe environment for everyone. We ask you to:

- Be a positive role model
- Respect the rights, dignity and worth of everyone, including other volunteers, supporters and employees
- Treat everyone equally and not discriminate on the basis of age, gender, ethnic origin, religion, sexual orientation or ability

### **We ask you to:**

- Accept volunteering duties with an open mind and willingness to learn
- Perform your volunteering role to the best of your ability
- Ensure high standards in language, manner, punctuality, preparation and presentation
- Refrain from verbal, physical and emotional abuse of others
- Share any changes in circumstances that may affect your availability to volunteer, giving as much notice as possible if unable to volunteer
- Raise any concerns as soon as possible
- Avoid being under the influence of alcohol or illegal drugs while actively volunteering
- Report any behaviours or activity that causes concern
- Wear appropriate clothing, including uniform or Personal Protective Equipment
- Maintain a professional and courteous manner in all communications with volunteers, members, employees, partners and the public, verbally, in writing and online, including via social media
- Participate in any training or briefing opportunities relevant to your role and keep your skills and knowledge up to date
- Be dependable, recognising the commitment and responsibility undertaken
- Volunteer within safe working practices and adhere to policies and guidelines
- Respect the confidentiality of CPRE and the details of members, supporters, guests, employees and other volunteers in accordance with Data Privacy Policy and GDPR.

**We hope you enjoy volunteering for CPRE Hertfordshire. Thank you for making a positive difference for our countryside.**