

Code of Conduct



Our aim

The Phoenix Garden was set up in 1984 and has evolved into a community garden and ornamental wildlife garden, providing a haven for wildlife and people. As a registered charity, our goal is to develop and care for the Garden so that everyone can enjoy it. We aim to support the well-being of the community, improve the quality of life for local people, and create a safe, welcoming space for both people and wildlife.

Our Commitment to volunteers

Thank you for dedicating your time and efforts to volunteer with us. To ensure a positive and productive environment for everyone, we have outlined this Code of Conduct to guide your actions and interactions during your volunteering role. Adherence to this code is essential for achieving an environment that embodies The Phoenix Garden's principles of Respect, Integrity and Inclusion.

The guidelines in this document are in place to ensure your safety, wellbeing and enjoyment and that of visitors of The Phoenix Garden. They are not designed to be restrictive in any way. The Phoenix Garden wants to provide a professional service to volunteers but we also want you to have fun and enjoy your volunteering experience. Our organisation could not operate without your help and the time you give up is very much appreciated. If you have any questions regarding any of the information in this document, please do not hesitate to contact:

Louise Gates – Phoenix Garden Manager

Niki Barnett-Henry – Community Gardener

admin@thephoenixgarden.org

07716 480 049

Code of conduct

The Code of Conduct is a summary of the policies which apply to being a volunteer. This policy sets out the standards of behaviour that The Phoenix Garden expects from you and identifies your rights and responsibilities as a volunteer.

Compliance with the Code of Conduct is one condition of your involvement with us and should be regarded as a minimum standard which you should work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask your immediate Line Manager as detailed above. By working within the guidelines of the Code of Conduct you will be contributing to the success of the organisation you are working with.

How you can help

In addition to gardening, there are a number of other ways you can support The Phoenix Garden:

- Event Support – Helping organise and run community events in the garden.
- Fundraising – Assisting with fundraising activities and donation drives.
- Promotion – Creating posters, flyers, or social media content to promote the garden.
- General Help – Tidying the space, welcoming visitors, or helping with admin tasks.

Equal opportunities

The Phoenix Garden is committed to ensuring that our workplace is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria.

Our Commitment to our Volunteers

- Be respectful of your knowledge and skills and value them as an individual.
- Offer opportunities to contribute to improvements, and to discuss concerns or problems relating to your duties.
- Provide induction and any training necessary for your role.
- Provide clear guidelines within which to carry out duties.
- Provide a named contact for regular support, feedback, appreciation and encouragement.
- Treat you in line with our Equalities policy.
- Provide public liability insurance that covers any permitted activity that volunteers take part in.
- Implement good health and safety practice.
- Store your personal data in line with the Privacy Policy.

Code of Conduct for Volunteers

- Volunteers working in the garden should wear clothing and footwear suitable for gardening and appropriate for the prevailing weather conditions. You are welcome to use our supply of aprons and gloves.
- Take care of tools and equipment and clean and put away safely after use. When using tools always keep them with you so that you can be responsible for them.
- Wear gloves when using sharp tools; carry sharp tools closed and in a safe way; clean and oil tools when finished and ensure they are returned to the storage shed.
- Ensure safe practices are carried out whilst volunteering and be aware of potential hazards to avoid risks. Site leaders will point out any risks and accordance with risk assessments. Report all accidents and near misses to the site leader, which should be recorded in the site incident book.
- Be positive and helpful towards others.
- Give feedback and suggestions for the project in a constructive way.
- Commit to confidentiality, equality and respect for others. Represent the project and people in a positive light.
- Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during a session is not allowed. For everyone's safety and well-being, anyone who appears to be under the influence of alcohol or drugs will be asked to leave the garden by the site leader.
- Have fun, share your ideas and enjoy what the project has to offer!

Grievance Resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. The Phoenix Garden is committed to encouraging an open environment in which all volunteer members can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect.

If you wish to raise a concern about the project or the actions of another volunteer/member please provide details of the concern or incident and report it to a member of the site leader. Please give your ideas or preference for a solution or what you would like to happen to help resolve the concern. As far as possible the matter should be kept confidential, and your anonymity protected.

Criminal/Illegal Activity

Any volunteer found to be engaging in criminal or illegal activity in The Phoenix Garden will be referred to the police.

Volunteer Code of Conduct

Acknowledgement

I confirm that I have received, read, and understood The Phoenix Garden Volunteer Code of Conduct. I agree to comply with the principles and guidelines outlined therein while participating in volunteer activities.

I understand that failure to adhere to the Code of Conduct may result in disciplinary action, including termination of my volunteer involvement.

Name (Print)	
Signature	
Date	