



Volunteers' Code of Conduct v2026.1

1. Champion the vision, mission and values of SOE and be our representatives in the local community and on social media, letting people know about our work and services. When on board, to be an ambassador of the charity taking care not to offend other canal users (however much they are in the wrong!)
2. Follow the expectations outlined in the Operating Instructions, and especially to accept the instruction of the duty skipper.
3. Complete induction and training sessions for new crew and attend refresher training annually. Adhere to relevant policies and procedures, aiming to make good progress with our in-house crew training within one season, and to complete it within two seasons.
4. Being aware of your own health and safety and of that of others, reporting any accidents, hazards or incidents including any safeguarding observations and concerns.
5. Maintaining the confidentiality of the organisation and of its service users, staff and volunteers.
6. Not to make complaints to the Canal & River Trust or any other organisation in relation to matters occurring on trips or Endeavour or in the name of the charity – rather to report issues to the trustees who will make a decision collectively.
7. Giving the best of your skills and abilities and being accountable for your actions and accepting constructive feedback, at all times.
8. Positive collaboration with volunteers and creating a welcoming environment for our customers.
9. Taking care of your well-being – in part by not overworking as a volunteer. Always remember you can do as little or as much work as you feel able to do.
10. Inform the Volunteer Coordinator if you have any medical conditions, support needs or allergies that you think would be beneficial for us to know. We will make any reasonable adjustments which you may need to fulfil your role. You should also inform the Skipper of the Day if you have any medical condition that could affect your ability to carry normal crew duties.
11. If required, providing referees who may be contacted, and agree to a DBS check being carried out if considered necessary.
12. Not to volunteer whilst under the influence of alcohol or drugs, (other than prescription or over the counter medication, as directed).
13. Crew must avoid taking photos showing the faces of passengers. (See Operating Instructions 4.7)
14. Acknowledge that we have a zero tolerance of abuse in any form.