

VOLUNTEER CODE OF PRACTICE

In order to ensure that we look after the needs of customers, staff, volunteers and stakeholders, this Volunteer Code of Practice is designed to clearly set out our expectations and to help protect the work of the organisation and its reputation.

This Volunteer Code of Practice is a high level guidance document and is underpinned by the ongoing relationship the organisation seeks to build between itself and all of its volunteers. The document does not set out to cover every circumstance, and should be followed as guidelines of the business. When in doubt guidance should be sought from the Head of Service.

We expect volunteer advisers to:

- show honesty, integrity, competence, impartiality and common sense in handling casework;
- conduct themselves in a manner which protects the good name of TPAS.

Agreement to this Code of Practice does not place a binding obligation on TPAS to offer any work to a volunteer or for the volunteer adviser to do any work offered by TPAS.

The following section sets out the general approach and criteria that all TPAS volunteer advisers should abide by when taking up a volunteer role with TPAS. By signing this Volunteer Code of Practice the volunteer confirms their understanding of its requirements and their confirmation that they will abide by its terms (as set out in points A-Z below) .

A. act objectively in all their work;

B. conduct themselves with courtesy and consideration towards everyone with whom they come into contact;

C. observe any operational or technical guidance as issued from time to time, clearing any matters of doubt with the Shift Supervisors, Team Leader or Head of Service;

D. protect all customer data in accordance with general good practice and the guidelines as set out in the General Data Protection Regulation (GDPR) and to follow any specific TPAS GDPR policy guidance communicated to the volunteer. Volunteers are strongly encouraged to raise any questions or concerns they may have about the GDPR requirements with TPAS for further guidance;

E. immediately to raise with TPAS as soon as they become aware of any potential breach of the GDPR requirements as set out in D. above

F. handle all queries promptly in accordance with the highest professional standards, calling on the help of TPAS staff when necessary;

G. when undertaking any technical queries, arrange immediately to return work to TPAS office for reallocation if unable to handle it promptly;

H. never give financial advice;

I. maintain the confidentiality of customers;

- J. ensure all reasonable steps have been taken to obtain the information necessary to satisfy the customers enquiry;
- K. remain impartial;
- L. if undertaking pension technical work, return any enquiries to TPAS office if there is any conflict of interest or personal connection, individually or through their employer;
- M. not use their status as a TPAS volunteer adviser to gain extra credence in the conduct of business affairs, although it can be used for CVs or biographies in a personal context;
- N. not use their status as a TPAS volunteer adviser for any financial gain;
- O. undertake the compulsory Induction Session and New Volunteer Adviser Training Day;
- P. attend workshops, training events and meetings at their discretion and as appropriate;
- Q. if undertaking pension technical queries, delete all online enquiries when the enquiry has been answered or when otherwise requested to do so;
- R. ensure that any advertisement or other public announcements where their name or status as a TPAS volunteer is associated, will not bring TPAS into disrepute;
- S. ensure written information is always given with the agreed email footer containing the disclaimer wording, identifying the volunteer as an adviser and not by any other title;
- T. if volunteering to support pension technical queries, maintain a comprehensive knowledge of pensions law and practice;
- U. refrain from making any public comment about TPAS, its service or its complainants, without express consent of the TPAS senior management team;
- V. ensure the security of our information, by observing TPAS's information security policy and data retention and disposal policy and taking appropriate measures whenever handling customers' data;
- W. follow TPAS policies and procedures and with regards to professional behaviour;
- X. know how to raise any concerns or use the "whistleblowing" policy if appropriate;
- Y. return any TPAS property on ceasing to be a TPAS volunteer adviser;
- Z. not meet customers face to face.

Insurance

TPAS has Professional Indemnity Insurance for all TPAS volunteer advisers, a condition of which is that this Code of Practice is followed at all times. Failure to follow this Code of Practice may result in a loss of PI cover. TPAS does not have funds to protect volunteers if there is no PI cover.

Misconduct

If TPAS receives a complaint of unprofessional conduct, we will make appropriate investigations. If action is considered necessary, we will decide on the nature of any action to be taken which may include ending the engagement as a volunteer adviser.

Acceptance of the terms of this Volunteer Code of Practice

I confirm that I have read and understood this code of practice and will abide by its terms.

Volunteer Name:

Signature:

Date: