

Cancer Research UK Volunteer Behaviours

Thank you for joining our volunteer community. This document outlines the behaviours and processes we ask you to follow as part of our team.

Representing Cancer Research UK (CRUK)

We ask volunteers to:

- **Support CRUK** and be positive about our mission to beat cancer.
- **Act responsibly**, especially when wearing CRUK clothing or representing CRUK, as your behaviour can change how people see the charity.
- **Protect CRUK's reputation** and follow the law. Please don't drink alcohol or be under the influence of drugs while volunteering. (If you need to take prescription medication which may affect you during your volunteering, please discuss this with your staff contact).
- If your social media profile or posts refer to CRUK, please **be mindful that they may be associated with the charity**.
- Stay **neutral in politics when volunteering** for CRUK. Only mention CRUK in official campaign activities.
- Take care not to **smoke or vape** while wearing CRUK branding (uniform or lanyard) or being next to branding (flags, shops, stalls etc).

Safe and respectful volunteering

We ask volunteers to:

- **Treat everyone kindly**, fairly and with respect and help create a welcoming environment for all.
- **Avoid any actions that could be seen as harassment**, including sexual harassment, such as personal comments, messages and posts on social media. For example, texting a team member about their body.
- **Be aware of personal space** and never touch anyone without their permission. This includes hugging, petting, slapping or kissing.
- **Take extra care when volunteering with children** and avoid sharing personal contact details with anyone under 18. Avoid being alone with children (people under 18 years old) and adults at risk. CRUK will make every effort to make sure this does not occur.

- Follow safety guidance and use equipment as instructed.

Following rules and guidance

We ask volunteers to:

- **Direct queries to a CRUK staff member** or service if you have not been trained to answer the question. This is especially important for health or science queries.
- **Be mindful of potential conflicts of interest** (e.g. links to tobacco, sunbed or asbestos companies) and check with your staff contact if unsure. These companies directly relate to cancer risk, which could affect public trust.
- In roles where you handle CRUK information (such as shop tills or donation data), **please keep it secure and confidential.**
- **Follow our guidance for your volunteering activities** including those about equality, safety, safeguarding, data protection and using our logo. Please ask your staff contact if you're unsure about any of these.
- Only **use CRUK's property and resources** in the way shown or explained by your staff contact. Resources could include cash, donated goods and merchandise.

Issues and support

We ask volunteers to:

- **Let your staff contact know about any changes** that may affect your volunteering or safety e.g. a big change to your eyesight.
- **Tell your staff contact if you are arrested, charged or investigated** for a criminal offence, so we can ensure appropriate safeguarding is in place. Please do this before you next volunteer.
- **Share ideas and feedback politely** with your staff contact.
- **Speak up if you have concerns or questions.** E.g. a blocked exit in a shop or missing donations.
- **Use guidance provided by staff and be open to feedback** so we can make sure volunteering is safe and positive.

If concerns arise, staff will use our [Volunteer Fair Treatment](#) process, to make sure any issues are handled fairly. If you don't feel able to raise a concern with your staff contact, you can use our whistleblowing routes (0800 069 8398 or <http://cancerorguk.ethicspoint.com/>). This document is not a contract and does not create any legally enforceable rights or obligations. The volunteer relationship is informal and voluntary, and either you or CRUK may end it at any time.