CYFEILLION CRONFEYDD DŴR CAERDYDD
FRIENDS OF CARDIFF RESERVOIRS

Code of Conduct

As a volunteer with Friends of Cardiff Reservoirs (FoCR) your contribution is invaluable. Together we are able to work with Dwr Cymru Welsh Water (DCWW) to manage the ecology of the site and to enable community groups and individuals to benefit from this wonderful amenity.

FoCR relies upon the goodwill and good conduct of its volunteers, in order to maintain our positive relationships with DCWW, external organisations and members of the public.

To this end, volunteers are expected to abide by the following code of conduct, which applies wherever the volunteering may take place.

Failure to do so may result your being asked to leave a volunteering opportunity or being barred from volunteering with FoCR in the future.

Volunteering and training activities are posted on the designated Team Kinetic volunteer management system. If you have difficulty in accessing this, please let us know and we will offer support.

As a volunteer you are expected to:

- Sign up for volunteering opportunities in advance
- Wear appropriate clothing – as advised in the opportunity description
- Be a role model: courteous and respectful to members of the public, other volunteers and DCWW staff, at all times
- Refrain from bad language, aggressive behaviour and anything that would bring FoCR into disrepute
- Respect personal and sensitive information as confidential
- Refrain from smoking, vaping or drinking alcohol when volunteering
- Respect the advice and authority of DCWW Rangers and staff, as custodians of the site

- Take responsibility for your own safety and the safeguarding of others; report issues of concern to the session leader, or the duty Ranger
- If you are unable to attend a volunteer session please leave the opportunity on Team Kinetic or (on the day) contact visitor centre reception staff
- Contact membership@friendsofcardiffreservoirs.org with any queries or general concerns

THANK YOU FOR YOUR SUPPORT

FoCR is a Charitable Incorporated Organisation (CIO). Charity Number 1214431

Reviewed by CIO Trustees: October 2026
Next review: October 2029