



**CAPITAL
PRIDE**
LONDON

POLICY · VOLUNTEERS

Volunteer Code of Conduct

How we look after each other, the people who come to our events,
and the communities we represent.

DOCUMENT ID	VERSION	EFFECTIVE	NEXT REVIEW
CPL-POL-004	1.1	February 2026	February 2028

Organisational status — placeholder. Capital Pride London is currently working towards formal incorporation as a Charitable Incorporated Organisation (CIO). This Code will be reissued under the registered entity once incorporation is complete.

Thank you for volunteering with Capital Pride London. You're part of building one of the UK's newest Prides — and the way each of us shows up matters. This Code sets out how we look after each other, the people who come to our events, and the communities we represent. Please read it before you start; you'll be asked to confirm you've read and agreed to it when you apply.

01 Purpose

This Code ensures all Capital Pride London (CPL) volunteers understand the standards of behaviour expected when representing the organisation. It protects the safety and dignity of the LGBTQIA+ community, the public, and our team — and it protects CPL's reputation as an inclusive, trustworthy organisation.

02 Who this Code applies to

This Code applies to anyone volunteering for CPL in any capacity. That includes:

- Directors and Heads Of (leadership volunteers across our teams).
- Event-day volunteers (stewards, welcomers, info-point teams, etc.).
- Behind-the-scenes volunteers (content creators, designers, admin, researchers).
- Board members and advisors acting in a volunteer capacity.

Where this Code mentions "volunteers" it covers all of the above. Paid staff (when CPL has any) will follow this Code alongside their employment contract.

03 Our shared values

Everything in this Code flows from four shared values:

- **Inclusion** — we make space for the full LGBTQIA+ community and our allies, across race, faith, gender, age, class and ability.
- **Safety** — physical and emotional safety for our team, our audiences, and ourselves.
- **Honesty** — we say what we mean, admit when we're wrong, and don't speak on behalf of CPL without authorisation.
- **Respect** — every interaction, public or private, reflects on Pride. We treat people the way Pride should feel.

04 Conduct expected of volunteers

Inclusion and language

We expect volunteers to be active allies across all intersections of our community. Discrimination, harassment or "gatekeeping" on the basis of gender identity, sexual orientation, race, ethnicity, faith, disability, age, class or any other protected characteristic is a serious breach of this Code. Use inclusive, respectful language at all times — derogatory terms are not acceptable, including "in jest".

Professionalism

When you're volunteering you represent CPL to the public, sponsors and the media. Act with honesty and integrity. Don't speak on behalf of CPL — to journalists, partners, on social media, or in public statements — unless the Board has authorised you to.

Confidentiality and data protection

You may have access to sensitive information — donor details, applicant data, sponsor contracts, incident reports, secure event plans. Treat all of it as confidential. Don't share it outside the organisation, and don't keep copies after your involvement ends. If you handle personal data as part of your role, you must follow UK GDPR principles: use it only for the purpose it was given, store it securely, and delete it when no longer needed. If in doubt, ask before you share.

Social media

When identified as a CPL volunteer online — in your bio, in posts, or in the comments — make sure your activity doesn't bring CPL into disrepute. Don't post on behalf of CPL unless authorised. Avoid arguments that escalate publicly; route them to the Head of Communications. Your private opinions are your own, but remember the line between personal and CPL-affiliated can blur fast.

Drugs and alcohol

Volunteers must be fully able to carry out their duties safely. That means no illegal drugs while volunteering, in any form. Where alcohol is served at an event, volunteers must remain professional and fit for duty — drink only at a level that doesn't impair you, and not at all during shifts where you're responsible for public safety (e.g. stewarding, info points).

Photography and consent

Not everyone at Pride is out — and not everyone wants to be photographed. Always ask before photographing identifiable individuals at our events. Don't share photos of attendees on personal social media accounts unless they've clearly consented. CPL's official photography team has its own consent process; if you're not on that team, leave the cameras to them.

05 Health, safety and wellbeing at events

- Follow the safety briefing for your shift. If you don't understand something, ask.
 - Wear any PPE provided (high-vis, lanyards, wristbands).
 - Don't work alone in isolated areas after dark. Stay in pairs or in sight of the team.
 - Take your breaks — including water, food and a sit-down. Pride is a marathon, not a sprint.
 - If you don't feel safe — physically or emotionally — step back and tell your shift lead. You will not be penalised for prioritising your wellbeing.
 - In an emergency: follow stewards and emergency-services instructions; don't try to handle it alone.
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06 Safeguarding

CPL is committed to safeguarding children, young people, and adults at risk who may be present at our events or who interact with us online. If you have any concern that someone is being harmed, neglected, or is at risk, you must report it immediately to the designated Safeguarding Lead (via your shift lead on the day, or to the Board outside event days). Do not attempt to investigate or handle disclosures yourself. In an immediate emergency, call 999.

07 If you are harassed or experience harm

You have the right to volunteer in an environment free from harassment, discrimination and abuse — from the public, from sponsors, from colleagues and from anyone else acting on behalf of CPL.

If something happens:

- On event day — go straight to your shift lead, the welfare team, or any visible CPL leadership volunteer.
- Outside event day — email the Board at board@capitalpridelondon.com or contact the Head of Communications.
- You can ask for the report to be kept confidential.
- You will not be retaliated against for raising a concern in good faith.
- If a criminal offence has occurred, you have the right to contact the police directly; CPL will support you.

08 Conflicts of interest

If something in your personal, professional or financial life could influence — or appear to influence — a decision you make for CPL, you must declare it. Common examples: a sponsor or supplier in which you have a financial interest; a family member applying to volunteer; a business relationship with a partner. Declare to the Board; we'll work out together how to manage it. The Head of Partnerships is asked to maintain a running declarations log.

09 Raising concerns

If you believe something seriously wrong is happening within CPL — financial irregularity, a safeguarding failure, or behaviour that puts people at risk — you can raise it without fear of reprisal.

- First port of call: any Board member.
- If the concern involves a Board member: write to the Chair.
- Concerns raised in good faith are protected — even if the concern turns out to be unfounded.
- CPL will not punish, exclude or retaliate against anyone for raising a concern in good faith. Doing so is itself a serious breach of this Code.

PLACEHOLDER

Once CPL is incorporated as a CIO, this section will also reference the Charity Commission as an external route for raising concerns.

10 Breaches of this Code

If a volunteer is found to be in breach:

- **Informal:** a Board member will discuss the issue with the volunteer and agree how to move forward.
- **Formal:** for serious or repeated breaches, the Board may immediately terminate the volunteer's involvement with CPL.
- Where conduct may amount to a criminal offence, CPL will report it to the police and cooperate fully.
- Decisions of the Board are final, but volunteers may ask for a written explanation of the decision.

11 What CPL commits to you

Volunteering should never feel like a one-way street. In return, CPL undertakes to:

- Welcome and induct you properly into your role.
- Provide the information, training and support you need to do your role well and safely.
- Treat you with the same respect, inclusion and honesty this Code asks of you.
- Listen when you raise concerns and act on them in good faith.
- Recognise your contribution publicly and privately.
- Be clear with you if your role isn't working — and explain why, not just that.

12 Acknowledgement

By submitting an application to volunteer with Capital Pride London, you confirm that you have read this Code, understand it, and agree to be bound by it for the duration of your involvement. If you have any questions before agreeing, please email volunteer@capitalpridelondon.com — we'd rather you ask now than guess later.

For offline acknowledgement

If you're confirming this Code in writing (rather than through the online application form), please complete the lines below.

FULL NAME (PLEASE PRINT)

SIGNATURE

DATE

13 Questions and contact

Day-to-day questions: volunteer@capitalpridelondon.com.

Board / safeguarding / raising concerns: board@capitalpridelondon.com.

Outside events, allow up to five working days for a response.