

Staff and Volunteer Values and Behaviours Charter

Our Commitment

We are dedicated to creating a welcoming, supportive, and empowering environment for all staff and volunteers. By living these values and demonstrating the corresponding behaviours, we ensure everyone feels valued, respected, and inspired to contribute.

Diversity

- Actively seek broad representation and engage diverse communities.
- Make people feel included and remove barriers to volunteering.
- Stay open to new experiences and challenge assumptions.
- Create a positive culture and level playing field for all.

Inclusivity

- Adapt our approach to each individual, recognising unique needs.
- Show empathy, openness, and flexibility.
- Empower others to be their best selves.
- Create a supportive atmosphere where help can be asked without judgment.
- Ensure every contribution is valued and every voice is heard.

Collaboration

- Build a team culture where ideas are safe to share.
- Actively invite others to work together and offer help.
- Ensure everyone feels useful, valued, and part of the team.
- Collaborate to build friendships, inspiration, and motivation.
- Be willing to follow a lead when needed.

Support

- Motivate and empower through support.
- Take responsibility and accountability for helping teammates.
- Stand up for others and support learning with forgiveness.
- Respect confidentiality and create a safe culture for asking help.
- Demonstrate patience and provide training to share knowledge.

Respect

- Place respect at the centre of our culture.
- Show honesty, truthfulness, and integrity.
- Listen and hear others, recognising and supporting diversity.
- Protect autonomy and ensure everyone feels welcome.
- Build a happy team culture where respect fosters pride and belonging.

Understanding

- Take time with people, not rushing, and ask for clarification.
- Show genuine interest in others, our Group, and our horses.
- Listen empathetically and appreciate different perspectives.
- Recognise shades of grey and value inclusion.
- Be sympathetic to differences and draw on collective knowledge.

Our Goal

Together, we build a culture where **diversity, inclusivity, collaboration, support, respect, and understanding** are at the heart of everything we do. This ensures every member of staff and volunteer feels welcome, valued, and empowered to thrive. These values, guiding principles and behaviours will be part of our Code of Conduct.

Staff and Volunteer Values: 10 Guiding Principles

Our Commitment

We are united by shared values that make our group welcoming, supportive, and inspiring. These principles guide how we work together and how we treat one another.

The 10 Principles

1. **Welcome Everyone**
Actively seek diverse representation and remove barriers so all feel included.
2. **Value Every Voice**
Listen openly, respect opinions, and ensure contributions are recognised.
3. **Adapt with Empathy**
Be flexible, accommodating, and understanding of individual needs and differences.
4. **Collaborate Generously**
Invite others in, share ideas safely, and build friendships through teamwork.

5. **Support with Courage**
Stand up for others, offer help with patience, and empower learning without judgment.
6. **Respect at the Core**
Show honesty, integrity, and fairness; protect autonomy and dignity.
7. **Encourage Growth**
Provide opportunities, training, and encouragement so everyone can be their best.
8. **Create Safe Spaces**
Build a culture where asking for help is welcomed and mistakes are part of learning.
9. **Practice Understanding**
Take time, listen deeply, and appreciate different perspectives and abilities.
10. **Celebrate Together**
Foster positivity, inclusion, and pride in being part of a supportive team.

Our Goal

By living these 10 principles, we create a culture where every volunteer feels **welcome, valued, respected, and empowered** — ensuring our group thrives together.

Staff and Volunteer Behaviours to Support the 10 Guiding Principles

1. Welcome Everyone

- Greet new volunteers warmly and introduce them to others.
- Use inclusive language in conversations and materials.
- Offer flexible opportunities so people with different needs can participate.

2. Value Every Voice

- Encourage quieter members to share their thoughts.
- Acknowledge contributions publicly, even small ones.
- Avoid interrupting; let people finish their ideas.

3. Adapt with Empathy

- Adjust communication style depending on someone's comfort level.
- Be patient with different learning speeds.
- Ask "What works best for you?" when planning tasks.

4. Collaborate Generously

- Invite others to join in tasks rather than working alone.
- Share credit for successes as a team.
- Offer help proactively when you see someone struggling.

5. Support with Courage

- Speak up if you see someone being excluded or treated unfairly.
- Offer guidance without taking over tasks.
- Encourage people to try, even if mistakes happen.

6. Respect at the Core

- Be honest and transparent in communication.
- Listen actively and avoid dismissing ideas.
- Respect boundaries and confidentiality when someone shares personal information.

7. Encourage Growth

- Share knowledge and skills with others.
- Suggest training opportunities or resources.
- Celebrate progress, not just outcomes.

8. Create Safe Spaces

- Respond kindly when someone asks for help.
- Normalize mistakes as part of learning.
- Intervene if gossip or negativity arises.

9. Practice Understanding

- Take time to clarify instructions rather than rushing.
- Show genuine interest in people's perspectives and experiences.
- Recognize that there may be multiple valid approaches to a situation.

10. Celebrate Together

- Recognize achievements with group celebrations or simple thank-yous.
- Share positive stories and successes regularly.
- Encourage laughter, camaraderie, and pride in being part of the team.