



The Guild of Enamellers

Code of Conduct for Volunteers

1 Purpose

This Code of Conduct supports the Guild's objectives: to further the preservation, skill, excellence, and improvement of craftsmanship in vitreous enamelling for the benefit of the public, and to advance public education in such craftsmanship. Our conduct as volunteers must reflect these aims by fostering a respectful, collaborative, and professional environment with creativity and learning at its centre.

2 Scope

This code applies to all volunteers including trustees, committee members, event helpers, demonstrators, workshop leaders, and regional administrators. It covers all Guild-related activities, including exhibitions, workshops, demonstrations, public events, educational outreach, meetings, and online communications.

3 Core Values

Our core values are based on the Guild's objects, as described in the [Association CIO Constitution](#).

- **Craft excellence:** Upholding and sharing high standards in vitreous enamelling.
- **Preservation:** Respecting and passing on traditional methods and knowledge.
- **Sharing our knowledge:** Supporting public understanding and appreciation of vitreous enamelling.

As a Guild we are committed to working together with respect and integrity to support these values.

4 Supporting the Guild's Craft and Educational Mission

These behaviours focus on how we behave to uphold and advance the Guild's objectives.

4.1 Craftsmanship and Public Education

Represent the craft positively and accurately when interacting with the public, members of the Guild and external organisations.

Help create inclusive, accessible learning environments.

Ensure all educational activities reflect the [Guild's objects](#).

4.2 Care of Equipment and Materials

Treat tools, equipment, and materials with care. Report damage to assets accurately and promptly to the Guild's trustees.

Follow safety procedures and report hazards promptly and in line with the [Health and Safety guidelines](#).

Support the responsible use, maintenance, and preservation of Guild property.

5 Teamwork and Collaboration

These behaviours focus on how we work together as a volunteer community to achieve the Guild's objectives effectively and harmoniously.

5.1 Collaborative Decision-Making, Accountability, and Reliability

Follow the Guild's [Finance Policy](#). Consult relevant sub-committees or trustees before making decisions about purchases, equipment use, or Guild events.

Work within the agreed sub-committee structure assisting the committee chairs to meet their objectives.

Seek consensus and ensure that decisions prioritise the aims of the Guild over an individual preference.

Ensure that decision makers have all the information that they need to make informed decisions. If significant decisions, particularly those involving other volunteers, are to be taken at meetings make sure that everyone at the meeting has information in writing and is given sufficient time to read it.

Deliver on agreed tasks and commitments, or communicate promptly if you are not going to be able to meet a commitment.

Work collaboratively, seeking and offering support when needed.

5.2 Communication, Integrity, and Trust-Building

The Guild's default communication channel is email so that information is transparent and accessible to the whole team. Guild communications should use this channel.

Shared documentation should be made available in the Guild's shared online storage.

For all Guild committee meetings, take minutes and share them with the Executive Committee (sub committees) or the membership (Executive Committee meetings)

Decisions should be communicated through email as a record, particularly with regard to spending decisions and decisions about the Guild's equipment but also decisions which affect the work of other volunteers. A decision given verbally must be followed up with an email recording the decision.

Aim to communicate with transparency, clarity and accuracy.

6 Reporting Concerns

If you have a concern please report it to a committee member or trustee. Please provide clear documentation so that concerns can be reviewed transparently and fairly.

Reports may be made confidentially in person or electronically.

Volunteers will not face retaliation for good-faith reporting.

7 Investigation & Resolution

The trustees will investigate concerns respectfully, promptly, and fairly.

Outcomes may include guidance, mediation, training, collaborative problem-solving sessions, warnings, suspension, removal from volunteer duties or removal from membership.

8 Accountability & Consequences

Misconduct will be addressed proportionately and transparently.

Serious breaches, particularly those compromising safety or the Guild's reputation, may result in immediate cessation of volunteer involvement and, if necessary, removal from membership of the Guild (see section 9.4 of the [Association CIO Constitution](#)).

9 Acknowledgement

All volunteers agree to uphold this Code of Conduct to protect the Guild's reputation for promoting the craft of vitreous enamelling and its commitment to public education.

Document history

February 2026	Reviewed and voted on at the GOE executive committee meeting