



## **AFGHAN REFUGEE RELIEF**

### **Code of Conduct for Volunteers**

#### **Introduction**

The most essential resource of any organization is its people. Afghan Refugee Relief's ("ARR") volunteers play a particularly important part in executing relief work and assisting resettlement efforts. Team leaders are responsible for providing leadership to volunteers. This includes supporting and valuing the contribution volunteers make to the aims and objectives of the organization as well as promoting standards of behavior as outlined in this document.

Team leaders should support volunteers in carrying out their duties and always, in terms of their conduct, serve as an example of how everyone in the organization should conduct themselves in order to reflect the values of the organization.

#### **What is a Code of Conduct for volunteers?**

A code of conduct for volunteers defines the **standards of behavior** expected of volunteers in order to ensure that:

- the organization is effective, open and accountable;
- Volunteers have productive and supportive relationships with each other and volunteers and other persons who interact with the organization.

The Code of Conduct for Volunteers should apply to all volunteers within the organization and should be shared with new volunteers as soon as they agree to take on a volunteering role in the organization.

The board of Team Leaders should review the Code of Conduct for Volunteers at 3-year intervals or as appropriate.

## **AFGHAN REFUGEE RELIEF**

### **Code of Conduct for Volunteers**

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of AFGHAN REFUGEE RELIEF. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written **volunteer role description** to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient, respectful and competent way;
- Following the organization's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with AFGHAN REFUGEE RELIEF with TEAM LEADERS
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the organization and that enhances the work of ARR;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;

- Directing any questions regarding AFGHAN REFUGEE RELIEF's policies, procedures, support or supervision to the volunteer's supervisor;
  - Addressing any issues or difficulties about any aspect of their role or how they are managed in line with AFGHAN REFUGEE RELIEF's grievance procedures;
  - Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from NAZI ETEMADI
  - Keeping confidential matters confidential;
  - Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with AFGHAN REFUGEE RELIEF returning any such documents, material in their possession;
  - Seeking authorization before communicating externally on behalf of AFGHAN REFUGEE RELIEF
  - Maintaining an appropriate standard of dress and personal hygiene;
  - Disclosing the fact that they have been charged with, or convicted of a criminal offense by prosecuting authorities (or given the benefit of the Probation

Volunteers are expected NOT to:

- Bring the organization into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil

status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);

- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of AFGHAN REFUGEE RELIEF its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorized possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with AFGHAN REFUGEE RELIEF ends, confidential information gained in the course of their role with AFGHAN REFUGEE RELIEF

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of AFGHAN REFUGEE RELIEF's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that AFGHAN REFUGEE RELIEF may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with AFGHAN REFUGEE RELIEF.

The board of charity trustees will review the Code of Conduct for Volunteers at one [1]-year intervals or as appropriate. The TEAM LEADERS are responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Signed .....

Name .....

Date .....