



EMERGENCY UK Volunteers Code of Conduct

Purpose

- In keeping with EMERGENCY's fundamental values, this Code of Conduct outlines the standards of behaviour to which you must adhere in your role as an EMERGENCY UK volunteer. The standards outlined are not exhaustive, but instead provide a set of expectations regarding conduct while executing your duties as an EMERGENCY UK volunteer. You are required to be familiar with the contents of this Code.
- This Code of Conduct is designed to provide you with guidance. Should you have any queries or concerns, your first point of contact should be the Volunteer Committee Secretary (volunteer@emergencyuk.org).
- Some of you may have volunteered with EMERGENCY UK for years; for others, it is a new experience. Whatever the case may be, please read this document carefully. Even the most experienced volunteers may learn something new, as EMERGENCY UK is always growing and operates within a dynamic and changing context.
- Volunteers are an integral part of the organisation, thanks to their invaluable role in advocating EMERGENCY's international work and in promoting the 'Culture of Peace' initiative. EMERGENCY UK volunteers also dedicate their time and skills through vital fundraising initiatives, raising essential funds for humanitarian projects around the world.

• Code of Conduct

• EMERGENCY UK Volunteers Commit:

• 1. To share the values of EMERGENCY UK, and to work to achieve them:

- Volunteers are expected to understand the organisation's values, its objectives, and the context within which EMERGENCY works.
- The distribution of roles in a group is fundamental for sharing responsibilities. Wherever possible, it is important to involve all volunteers by trying to recognise their unique skillsets (fundraising, event organisation and management, and so on). Volunteers commit to be reliable in carrying out agreed upon tasks. Sufficient advance notice should be provided if you are not available to complete an assigned task.
- Volunteers are required to undertake the appropriate training as necessary. Volunteers are required to read and be familiar with the content of the Volunteer Handbook. All volunteers agree to adhere by the Code of Conduct when they sign up to join the EMERGENCY UK volunteer group.
- Reflecting the importance of transparency and accountability in all activities, EMERGENCY UK volunteers are expected to wear an EMERGENCY T-Shirt at public events when possible. This helps build trust between volunteers and members of the public, and demonstrates our commitment to transparency.



- **2. To uphold the reputation and integrity of EMERGENCY UK by ensuring their conduct is professional at all times and reflects the values of the organisation:**
- Volunteers must perform their duties with due care and diligence at all times, and must not engage in any activity that brings – or has any potential to bring – EMERGENCY UK into disrepute.
- When at a stall or event, volunteers are representing EMERGENCY UK. It is therefore essential that they keep in mind – and act in accordance with – the organisation’s core values. Volunteers should also be able to communicate key details about EMERGENCY’s work. It is particularly important to avoid expressing personal political views, so that EMERGENCY’s reputation, integrity, and strict neutrality are not compromised. Volunteers should always be polite and respectful when speaking in public. Should the need arise, in difficult situations volunteers are advised to contact the Stalls Coordinator for guidance.
- Volunteers must not seek financial reward, gifts in kind, or any other benefit for themselves, their families, or friends. Volunteers must follow correct procedures when handling donations (*see Volunteer Handbook, Section 4*) in order to ensure financial accountability.
- Volunteers must not at any time be under the influence, or be in possession, of alcohol or any illicit substances when carrying out their duties.
- Volunteers must act within the law when carrying out their duties.
- All content published on social media channels (such as the EMERGENCY UK Volunteers Facebook Group and the official EMERGENCY Facebook Page) is moderated by the group administrator(s) and must reflect the values of the organisation. Any content deemed to be inappropriate will be removed.
- **3. To treat everyone with respect and dignity, and to challenge any discriminatory or abusive behaviour:**
- It is essential that volunteers work collaboratively towards EMERGENCY UK’s goals within a culture of mutual respect. Volunteers are expected to cooperate with all others – including fellow volunteers, EMERGENCY (UK) employees, stakeholders, and members of the public – in a constructive and positive manner; without bullying, harassment, discrimination, intimidation, humiliation, or abuse of any kind. Any behaviour of this kind should be challenged and reported as a matter of urgency.
- **4. To use all information, materials, and equipment responsibly and with due care and attention, acknowledging that this is the property of EMERGENCY UK:**
- All equipment and resources belonging to EMERGENCY UK must be handled with due diligence and care. Any damage to or loss of the organisation’s property must be reported immediately.
- Communications materials distributed for internal use may contain sensitive information. Such information and documentation should not be shared beyond



EMERGENCY UK staff, volunteers, and board/executive members. EMERGENCY UK volunteers must keep sensitive information confidential. Confidential information can only be disclosed with prior approval from EMERGENCY UK.

- All materials produced by EMERGENCY UK are the property of the organisation. Use of these materials by volunteers in the course of performing their duties is consented to, but this consent can be withdrawn at any time for inappropriate use. This also applies to the EMERGENCY UK logo and name ('brand identity').
- **5. To declare any conflicts of interest or other concerns:**
- All volunteers have as their principal aim the execution of the organisation's objectives. All volunteers are required to avoid any conflicts of interest and/or any occupations (both private and professional) that may damage the organisation's reputation or compromise the impartiality and neutrality of its activities. In case of any doubt, volunteers should contact the Volunteer Coordinator for advice.
- EMERGENCY UK volunteers recognise that the organisation expects the highest standards of integrity and commitment from its volunteers. Therefore, volunteers are encouraged to communicate any concerns – which may affect the implementation of their duties – to the Volunteer Coordinator.
- **Termination of Volunteering**
- Either party may terminate the volunteer's association with the EMERGENCY UK volunteers' group.
- Upon termination of the volunteer's association with the group, the volunteer must return all equipment and any other property that may have been provided by EMERGENCY UK.