

## Code of Conduct to sign for Volunteers

### Proposed Steps

All individuals who wish to volunteer will:

1. **Work with an entity or network** authorized to operate at the location. (Unaffiliated volunteers should no longer perform roles that put them in direct contact with refugees).
2. **Submit an application** with their name, information, languages and skills, and the **signed Code of Conduct**.
3. Receive brief **training / orientation**
4. Wear **appropriate visibility garments**, which are restricted to approved volunteers.

## Application to Volunteer

### Applicant Information

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Gender: \_\_\_\_\_

Nationality: \_\_\_\_\_

Languages: \_\_\_\_\_

Skills: \_\_\_\_\_

\_\_\_\_\_

Photo (if available)

### Code of Conduct

The Code of Conduct sets out minimum standards of behavior and actions expected from everyone volunteering to help people in need of humanitarian assistance. By committing to these humanitarian principles, you are supporting and applying critical values.

- **TREAT ALL PEOPLE WITH DIGNITY AND RESPECT**

*Why is it important?* **people in need of humanitarian assistance often lack the protection they previously enjoyed in their country or community.**

*For example,* a person may have recently fled from their home and is exhausted and afraid.

**Always be respectful and considerate. What you say and how you say it matters. Think about how you would like to be treated.**

- **ENSURE FAIRNESS TOWARDS ALL PEOPLE**

*Why is it important?* **people in need of humanitarian assistance may be using various services for the first time and not be familiar with the procedures in the country they have fled to.**

*For example,* a person may not speak the local language or not know how to read.

**Give all people clear and concise information within your role. Refer people with urgent needs to appropriate services. It is the duty of everyone to ensure fair treatment of all people without discrimination.**

- **PREVENT ALL EXPLOITATION AND ABUSE**

*Why is it important?* **People in need of humanitarian assistance may be in a disadvantaged or more vulnerable position compared to those helping them.**

*For example,* some people arriving from Ukraine may be particularly vulnerable (examples include women or children traveling alone, people with disabilities, etc.) and may rely on the assistance and support provided to survive.

**Any form of exploitation and abuse towards people in need of assistance, including of a sexual nature, will not be tolerated. You must not engage in any sexual activities with people in need of assistance.**

▪ **RESPECT LAWS AND POLICIES**

*Why is it important?* **Compliance with applicable laws, regulations, policies and standards is a personal responsibility.**

*For example,* people arriving from Ukraine may not know the laws and procedures of the countries they are fleeing to.

**Be aware of, understand, and keep to the applicable legal framework that concerns your work.**

▪ **PRESERVE CONFIDENTIALITY AND PRIVACY**

*Why is it important?* **As part of delivering assistance, you may receive confidential information about people.**

*For example,* people may disclose stories of having endured violence or abuse.

**Use care in handling such information and respect people’s privacy. If a person you are helping describes having endured any form of violence or abuse, refer them to the appropriate service, but do not disclose this information unnecessarily to others.**

▪ **ENSURE INTEGRITY**

*Why is it important?* **Accepting or requesting payment or favors is unacceptable.**

*For example,* a person may propose to reward you in return for your speedy provision of services.

**Do not accept or request gifts from people in need of assistance. Remember all humanitarian assistance is free.**

▪ **REPORT CONCERNS AND COMPLAINTS**

*Why is it important?* **Everyone has an important role in upholding standards and raising possible issues.**

*For example,* you may see others behave in an inappropriate way with people in need of assistance. **If you see anything that does not feel right, you should speak up and report through the available channels. Raise potential issues as soon as you become aware of them.**

I understand and agree to abide by the Code of Conduct. I have never been subject to sanctions (disciplinary, administrative or criminal) in relation to sexual misconduct, left employment during an investigation related to sexual misconduct, or refused to participate in an investigation related to sexual misconduct. I consent to my prior employers being contacted as part of the standard reference-checking procedure to ensure vetting for potential misconduct.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*