



Phone Credit for Refugees Employee and Volunteer Code of Conduct

The purpose of this Code of Conduct is to provide volunteers and paid employees with clear guidelines as to their standard of behaviour, responsibilities and best practice in fulfilling their obligations to the Phone Credit for Refugees organisation. The Code is intended to prevent where possible situations which might give rise to disciplinary action including summary dismissal.

Each staff member and volunteer agrees to abide by the following:-

1. General Conduct

- a) Will abide by the guiding principles, policies and procedures of the 'Phone Credit for Refugees' organisation in all activities.
- b) Will inform the founder or trustees of any relevant police record or other factor, or any change in his/her circumstances, which may make him/her unsuitable either as a volunteer or for any particular organisational activity.
- c) Will not behave in any way, physically or verbally, or through any other medium that could be offensive to other volunteers, employees, donors or refugees.
- d) Will treat all those they come into contact with in a professional manner and with courtesy.
- e) Will not bring the organisation into disrepute.
- f) Will not use the organisation to bring financial advantage to him/herself or to any business in which they may have an interest e.g. by directly selling his/her own company's products or services.
- g) Will declare any gifts, received from or given to, recipients in accordance with the Conflict of Interest Policy.
- h) Will recognise the boundaries and limitations of our service, and will not give preferential treatment to recipients or operate outside of the specified activities in the applicable Job Description.
- i) Will not operate outside their expertise, and will seek advice and support as needed.

2. Confidentiality

Volunteers will not at any time disclose information that:-

- a) has been acquired during the course of employment or voluntary position, or that has otherwise been acquired in confidence;
- b) relates to our business, or that of other persons or bodies with whom we have dealings of any sort; and
- c) has not been made public by, or with our authority.

3. Safeguarding

Volunteers agree to:

- a) Consult and abide by all principles, policies and procedures as laid out in the Phone Credit for Refugees Safeguarding Policy and sign a document to state they have read the relevant policies and understand them.
- b) Be obligated to carrying responsibility for being both aware of and reporting immediately any concerns relating to safeguarding, welfare and protection to the designated Safeguarding Officer.
- c) Consent to the routine check of their criminal records via DBS and to disclose any change in prior details relating to their police records.

4. Health and Safety

Volunteers agree to:

- a) Not take any action that could threaten the health or safety of themselves, other volunteers, employees or members of the public.
- b) Report all accidents and injuries at work, in accordance with the reporting procedures detailed in our Health & Safety Policy.

5. Equal Opportunities

Volunteers agree to:

- a) Ensure that there is no discrimination on grounds of race, colour, nationality including citizenship – or ethnic national origins, disability, age, gender, sexual identity, married or single status, or religious affiliation or offending background.
- b) Ensure that no one is disadvantaged by any condition or requirement that cannot be shown to be justifiable.

I the undersigned declare that I have read, understood and agree to abide by the clauses laid out in the Code of Conduct.

Signed

Date