



**EVERYDAY PEOPLE.  
EXTRAORDINARY IMPACT.**

**MAKE A CHANGE. MAKE A DIFFERENCE.**



**VOLUNTEER  
CODE OF CONDUCT**

# VOLUNTEER CODE OF CONDUCT

Volunteers are an important and valued part of Human Appeal and we want to ensure their time with us is enjoyable, meaningful, and worthwhile.

The purpose of this Code of Conduct is to provide volunteers with clear guidelines as to their standard of behaviour, responsibilities, and best practice in fulfilling their role.

- Perform their role to their best ability as a representative of Human Appeal.
- Follow the organisation's volunteer policies and procedures, including health and safety, safeguarding and equality and diversity in relation to its staff, volunteers, donors, and the public.
- To treat other volunteers, staff, and any other stakeholders of Human Appeal fairly, with dignity and respect.
- To conduct themselves in a manner that will not bring the organisation into disrepute.
- To treat all information and records of Human Appeal's operations and personnel as confidential and to not disclose this to people without authorisation, either within the organisation or externally.
- To read the volunteer handbook, policies, procedures, and related documents which volunteers have received or been given access to, and raise any issues which they do not fully understand or would like to discuss further.
- Honour their commitment as agreed, except in exceptional circumstances when, where possible, reasonable notice is provided.
- To provide referees as agreed who may be contacted, and to agree to additional checks being carried out where necessary.
- Not make inappropriate, sexual, or abusive remarks and exhibit positive examples of behaviour.
- Adhere to Human Appeal's safeguarding policy and raise concerns immediately.
- Listen to and respect the views of others.
- Recognise that people can be adversely affected by words and actions and to sensitively challenge inappropriate, offensive, racist, or abusive language and behaviour, when safe and appropriate to do so.
- Listen to staff members and adhere to their instructions at events, activities, and campaigns.
- Reflect on and respect the faith based nature of our organisation and adhere to the Islamic and Human Appeal values of: Trust, Compassion, Transparency, Empowerment, Justice, Accountability, Excellence & Respect.
- Try to respect and keep up segregation at best or wherever possible.
- Respect others privacy and boundaries - physical, social and mental.
- Raise any causes of concern, about a staff member, team leader, stakeholder of Human Appeal or fellow volunteers to a member of the Volunteering Team as soon as possible.

## What happens when a volunteer does not follow the Code of Conduct?

- Where a volunteer does not follow the code of conduct, policies, and procedures it will be considered a breach of the code. If it is believed you have breached the code, this will be formally investigated and taken through the misconduct process, which could lead to a misconduct warning and/or the termination of your volunteering with Human Appeal.

## Human Appeal's Responsibilities (what you can expect from us during your volunteering journey)

- Provide full information about volunteering with Human Appeal including a handbook and induction.
- Provide appropriate support and flexibility as required.
- Support the volunteer to achieve the standards required.
- Treat volunteers in line with Human Appeal's Equality and Diversity Policy.
- Reimburse any agreed out of pocket expenses incurred during volunteering.
- Implement good health and safety practice.
- To treat the volunteer fairly with dignity and respect.
- To safeguard volunteers involved with Human Appeal.
- Secure and manage volunteers' data correctly and keep their records up to date.
- To address and where necessary investigate any concerns that may arise about a volunteer's behaviour and conduct openly, honestly, and appropriately.
- To consult with the volunteer and keep them informed of any changes that impact upon them as a volunteer and/or volunteering.
- To provide regular two-way communication with Human Appeal staff to ensure a positive volunteering experience.

## Volunteer Confidentiality Agreement

- This agreement applies to all Human Appeal volunteers associated with and/or involved in the activities or affairs of Human Appeal.
- All data, materials, knowledge and information generated through, originating from, or having to do with Human Appeal or persons associated with its activities, is to be considered privileged and confidential and is not to be disclosed to any third party. This includes, but is not limited to, pages, forms, information, designs, documents, printed matter, policies and procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, clients, staff or public information is confidential and the sole property of Human Appeal.
- In addition, this also includes, but is not limited to, any information of, or relating to, our staff, clients, donors, operations and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited to hardcopy, photocopy, microform, automated and/or electronic form.
- Customer information (i.e. Donors, Beneficiaries, Staff, Volunteers, Partners, Trustees etc.), including all file information, is not to be disclosed to any third party, under any circumstances, without the written consent of Human Appeal.

### Confidential Obligations

1. Except as otherwise provided in this Agreement, the Volunteer must keep all confidential information confidential.
2. Except as otherwise provided in this Agreement, confidential information will remain the exclusive property of Human Appeal and will only be used by the Volunteer for the permitted purpose. The Volunteer will not use confidential information for any purpose that might be directly or indirectly detrimental to Human Appeal or any associated affiliates or subsidiaries.
3. The obligations to ensure and protect the confidentiality of information imposed on Human Appeal in this Agreement and any obligations to provide notice under this Agreement will survive the expiration or termination, as the case may be, of this Agreement and those obligations will last indefinitely. Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, will subject the volunteer to disciplinary action, prosecution, and/or monetary damages according to the procedures set by Human Appeal and any applicable laws.

**This agreement is in honour only and is not a legally binding contract of employment.  
This agreement is not regarded by either party as an employment relationship and  
may be cancelled any time by either party.**

This agreement is made between:

(1) Human Appeal. Whose registered office is at Human Appeal, Pennine House, Carrs Road, SK8 2BL,  
United Kingdom for and on behalf of Human Appeal by:

Staff  
Name:

Signed:

Date:

And

Volunteers  
Name:

Signed:

Date:



Human Appeal  
Pennine House  
Carrs Road  
Cheadle  
Cheshire  
SK8 2BL

[humanappeal.org.uk](http://humanappeal.org.uk)  
[customercare@humanappeal.org.uk](mailto:customercare@humanappeal.org.uk)  
T: +44 (0) 161 225 0225  
Charity No. 1154288  
Company No. 08553893  
Scottish Reg No. SC046481