



Navigating Sanctuary Life (SCIO)

CODE OF CONDUCT FOR VOLUNTEERS

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1. INTRODUCTION

This code of conduct applies to all Volunteers of Navigating Sanctuary Life. It is also expected that all customers, suppliers, partners of Navigating Sanctuary Life and anyone dealing with us will respect and follow principles underpinning this code.

Navigating Sanctuary Life is committed to maintaining high standards in all areas of its activities. It relies on all its volunteers to observe these high standards in relation to the affairs of this organization and its relationship with clients, suppliers, employees, board of members, advisors and the communities within which it operates.

No code of conduct can spell out the appropriate behavior of every situation nor should it seek to do so. Instead, the main objective of the code is to alert you to the areas that are of particular importance as a volunteer. It should be noted that this may include conduct that may likely bring Navigating Sanctuary Life into disrepute or undermine its managerial environment, for example Christmas parties or other social events held by Navigating Sanctuary Life.

In the final analysis, Navigating Sanctuary Life relies on each of its volunteers to make judgment on what is right and proper in any situation.

The following may help you decide how to act when faced with difficult decision: -

- ☐ Is anyone's life, health or safety endangered by my action?
- ☐ Does my action 'feel' right? Does it meet my personal code of behavior? Could I justify my action to a Client, Board member, or close colleague?
- ☐ Is my action legal and does it apply with Navigating Sanctuary Life's policy and approved practice?
- ☐ Does my intended action appear reasonable? Would I be able to justify it to local news media?
- ☐ Would I be compromised if my intended action became known to colleagues at Navigating Sanctuary Life, my manager, family or friends?
- ☐ Do I get an extra benefit because of my action?
- ☐ Is the motivation of my action in best interest of Navigating Sanctuary Life?

Principles

The following **principles** underpin this Code of Conduct, and should help volunteers decide whether their actions are compliant:

- **Selflessness** - you should take decisions solely based on the values and objectives of Navigating Sanctuary Life. You should not do so to gain financial or other material benefit for yourself, your family or friends. **Integrity**-you should avoid having any (financial or other) obligations to outside individuals or organizations that might influence you in relation to Navigating Sanctuary Life.
- **Objectivity**- you should ensure that in the delivery of services, you maintain impartiality and base decisions on merit alone.
- **Accountability** - you must accept accountability for your decisions and actions
- **Openness** -you should be as open as possible about all the decisions and actions that you take. You should *give* reasons for your decisions and restrict information only when individual or commercial confidentiality clearly so demands.
- **Honesty** -you must declare any private interest relating to your duties and take steps to resolve any conflicts arising in a way that is lawful and protects the reputation values and mission of Navigating Sanctuary Life.
- **Leadership** - you must support and promote these principles and lead by example.

Dealing with breaches

Where Volunteers breach this code then matters will fall to be considered under the organisation's policy.

2. GENERAL CONDUCT

You are expected to carry out your duties in accordance with Navigating Sanctuary Life's policies and procedures

High standards of volunteers are always expected. You should show courtesy, reliability, efficiency, respect, sobriety and punctuality.

3. PROPERTY

All property belonging to Navigating Sanctuary Life should be used for business purposes unless explicit consent is given. This includes the physical property, business premises and intellectual property.

All property of Navigating Sanctuary Life that you use or are responsible for must be used carefully and must be protected and stored in a safe place when not in use. It must also be used for only Navigating Sanctuary Life benefit and in the way it is intended. It should not be used for benefit of individual unless explicit consent has been sought and given by the appropriate person.

Any confidential documents should be securely locked away when left unattended and properly disposed of when necessary, in accordance with the Navigating Sanctuary Life's data protection and document retention policies.

You may have notes, lists, records or similar documents made available to you. Where these concern the business of Navigating Sanctuary Life, or any of its associated partners, these are regarded as business property of Navigating Sanctuary Life. You must, therefore, promptly return all such documents to the organization when you are no longer associated with Navigating Sanctuary Life. You are also not allowed to disclose or discuss their contents.

You are only allowed to remove Navigating Sanctuary Life's property from its business premises with prior approval from the appropriate official/manager.

Private telephone calls/emails

The controlled use of official telephone lines for private use is allowed within reason. All non- local use must be advised in advance and paid on receipt of an itemized telephone bill.

Use of company or personal mobile phones

Volunteers issued with Company mobile phones must always ensure the security of the phone (and any allied equipment). Personal (non-business) calls should be avoided and where necessary should be very short.

Health & safety rules regarding the usage of mobile phones must be always observed. Under no circumstances should mobile phones be used while driving or while using machinery.

Mobile phones should be switched *off* during meetings, seminars, training courses etc. other than in very exceptional circumstances where it is necessary to take an urgent business call. In these circumstances it is courteous to alert colleagues to the fact that an urgent call is expected.

Business calls from land lines to mobile phones should be kept to a minimum due to the increased cost.

4. DEALING WITH INFORMATION

When handling information, there should be a balance between openness and confidentiality.

Disclosure of information

During your involvement with Navigating Sanctuary Life, you may have access to confidential information about our organization, clients, partners, board of members, employees and other organizations. It is forbidden to disclose such information to another party, without first obtaining the written permission of the management committee.

Examples of confidential information include:-

- Information relating to specific individuals or their financial information including clients, employees and board members.
- Details of contracts for supply of goods or service.
- Financial statements and organisation projections
- Information concerning the terms of negotiations relating to the acquisition or disposal of property.
- Marketing plans or strategies.
- New organisation developments or strategies
- Business acquisition plans
- Plans to employ new personnel
- Information concerning labour relations, consultation or negotiating with staff
- Information concerning legal proceedings
- Items specifically marked confidential
- Software and computer programs

It is your duty to keep all such information confidential. This obligation applies both during the time you are associated with Navigating Sanctuary Life and after your association ceases.

The permission of the manager is also required before confidential correspondence, or documents are removed from the work premises.

Social networking

We respect your right to a private life and that includes joining any social sites you wish. However, information posted on such sites is classed as public and not private. You are therefore not allowed to disclose confidential information relating to Navigating Sanctuary Life, its customers, partners, suppliers, board members, employees, etc.; on any social networking sites.

It is also prohibited to post any remarks which could potentially bring Navigating Sanctuary Life into disrepute. Any such actions could result in the termination of the volunteer agreement.

Public statements

Navigating Sanctuary Life has a policy on handling media inquiries. Volunteers are not allowed to publish any material or deliver any lecture or address issues relating specifically to Navigating Sanctuary Life or its business without prior approval. This approval should be requested and given in writing by the Chief Executive.

5. FINANCIAL CONDUCT

You must ensure that you:

- Use funds and resources for the purposes intended, and in a responsible and lawful manner.
- Safeguard them from abuse, theft or waste. Strive for value for money.
- Apply and observe the organisation's financial regulations and internal controls.

Volunteers are expected to report any breaches of this code. In exceptional circumstances, where there is real danger or reprisal, anonymity can be granted to those reporting fraud, theft or any other illegal activities, etc.

Theft / fraud

Although we strive to meet the highest ethical standards, we recognize, like any other business. Navigating Sanctuary Life risks financial loss and organizational loss due to fraud. It may damage the service we provide and our reputation with clients, partners, public and the regulators. Navigating Sanctuary Life has a responsibility to protect its assets, reputation and the public funds it receives. Navigating Sanctuary Life is fully committed to the prevention, detection and reporting of fraud, theft and corruption; and recovery of assets.

Bribery

Navigating Sanctuary life forbids all forms of bribery, meaning a financial or other advantage intended to persuade someone to perform improperly any function or activity. You are not allowed to give or accept bribes from/to anyone with whom Navigating Sanctuary Life does business. You are also obliged to report any instances of suspected bribery with Navigating Sanctuary Life or any of its partners. Accepting or giving bribes will result in termination of volunteer agreement.

6. RELATIONSHIPS

It is expected that Volunteers treat each other and their colleagues with mutual respect.

If you find that your friendship or close relationship may cast doubt on the objectivity of your decision-making, you should advise your department contact. This is to prevent you leaving yourself open to allegations of bias or favoritism.

Conflict of interest

Volunteers must ensure that their private or personal interests do not influence decisions and that they do not use their position to obtain personal gain of any sort, either for themselves directly, or for their families, friends or associates.

7. OUTSIDE ACTIVITIES

Navigating Sanctuary Life has no wish to interfere in the private lives of their volunteers. However, there are occasions where your outside activities can affect the interests of Navigating Sanctuary Life. In all circumstances no paid or outside work should be undertaken at Navigating Sanctuary Life or require the use of office facilities. This applies to any voluntary or unpaid work with an external organisation or individual. The exception to this rule is organisations currently operating at Navigating Sanctuary Life and who have a partnership agreement or lease.

Political, campaigning and public activities

It is crucial that Volunteers of Navigating Sanctuary Life carry out their work without any bias towards any political or other group and must not allow your own personal or political opinions to interfere with your role within Navigating Sanctuary Life.

None of the above impinges on your rights to be an active citizen or, for example, an active trade unionist or acting in such capacity.

8. GIFTS AND HOSPITALITY

Volunteers should not accept or offer any gift, favour or hospitality which is intended as, or might be deemed by others to have the effect of an inducement. It is normally clear whether an offer of hospitality etc. from another party might be considered excessive or unreasonable. However, if there is any doubt contact your department contact. You must be aware that it is a corruptible offence to receive or give any gift, loan, fee, reward or other advantage in return for doing (or not doing) anything or showing favour(or disfavor) to any person or organisation.

Navigating Sanctuary Life may cost a reasonable amount of money to provide hospitality to volunteers, eg. Volunteer celebration or Christmas party.