



VOLUNTEER CODE OF CONDUCT

Introduction

RETAS (Refugee Education Advice Service) is a friendly and free service for refugees and asylum seekers in West Yorkshire.

Our mission is to see every refugee and asylum seeker in West Yorkshire achieve their full potential in education and employment and integration.

RETAS recognizes that its volunteers are men and women of high integrity whose actions reflect the core values that underlie the Code of Conduct. It is, however, important for all who volunteer for RETAS to understand clearly that the highest standard of conduct is expected of them in order to ensure the protection of and care for the people with whom RETAS works.

A. PROFESSIONAL BEHAVIOUR

As a RETAS volunteer, I commit myself to:

1. Undertake my duties conscientiously and in keeping with the organisation's policies, values and mission.
2. Uphold and promote the highest standards of ethical and professional conduct in carrying out my duties in the workplace. Furthermore, I will endeavour to represent and further the values and mission of RETAS to the best of my ability.
3. Avoid any public statement which may reflect poorly on the name and reputation of RETAS.
4. Maintain the highest degree of confidentiality in professional matters.
5. Not take part in any external media communications associated with my work for RETAS without prior approval from a RETAS Director.
6. Never use RETAS communication equipment or premises (e.g., phones, computers, e-mail, etc.) to transmit harassing, abusive, sexually explicit, racially or ethically offensive, or defamatory material.
7. Display at all times equal respect for all persons regardless of their race, gender, religion, colour, national or ethnic origin, language, sexual orientation, age, socio-economic status, political conviction, or any other distinguishing features.
8. Help create and maintain a work environment which prevents sexual exploitation and abuse.
9. Facilitate open and honest communication within RETAS.
10. Help create a healthy and positive working environment that allows and encourages all team members to work harmoniously even through challenging and stressful times.
11. Refer to any member of RETAS staff should I encounter any clients or individuals who may be or exposed to exploitation, crime or whose safety is threatened or is at risk.
12. Refer to a RETAS member of staff should I find myself in a position which I deem outside of my volunteer job description, and further expertise to required to assist with an individual's needs or behaviours.

B. PERSONAL BEHAVIOUR

As a RETAS volunteer, I commit myself to:



1. Be punctual within my role with RETAS and fulfil my time commitment as a volunteer.
2. Adhere to RETAS's strict prohibition against possessing or being under the influence of illegal substances either within or outside the workplace environment. The same prohibition applies for being under the influence of alcohol in the workplace or while representing RETAS.
3. Never bring offensive weapons to the workplace or carry them while conducting RETAS work or representing RETAS. This is grounds for dismissal.
4. Respect RETAS position on prohibition of any threat or act of violence, physical or verbal, either within or outside the workplace environment. Any substantiated case will result in disciplinary sanction.
5. Behave in a way that does not jeopardise my security or the safety of my team.
6. Ensure that my conduct neither reflects negatively on RETAS, nor impacts nor undermines my or others' ability to undertake the role for which I am volunteering.

C. CONFLICT OF INTEREST, COERCION AND CORRUPTION

Furthermore, I agree to:

1. Neither offer to nor accept from the people RETAS serves, from partners or contractors any favours, bribes or other forms of personal enrichment under any circumstances. Small tokens of appreciation may be offered or received, but I must inform my supervisor of any such gifts.
2. Neither seek nor accept instructions from any other authority external to RETAS that could jeopardise the scope or implementation of RETAS's work.
3. Report behaviours of other staff when I have reasonable suspicion of breaches of the standards of the Code of Conduct.
4. Not enter into any contract or agreement involving RETAS property including finances or assets, on behalf of RETAS unless signed off by a RETAS Director.

Signed

Date