



# **VOLUNTEER'S CODE OF CONDUCT POLICY**

**...extracted from Muslim Aid Code of Conduct policy**

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**Note:**

This document has benefited from the policies, suggestions or thinking of International Federation of the Red Cross, International Organization for Migration, Mission Aviation Fellowship Europe, Médecins Sans Frontières Holland, Norwegian Refugee Council, PLAN International, Save the Children Sweden, World Food Program, The United Nations, and a variety of expert individuals from the NGO community such as People in Aid.

## **Muslim Aid – Code of Conduct**

### **Introduction**

In order to meet our objectives Muslim Aid must retain its reputation as an NGO of integrity and respect. As a member of a team that brings assistance to needy communities you represent Muslim Aid in your work and life. The code of conduct outlined below is designed to help you understand how important it is to maintain professional practices and an ethical lifestyle.

- Where this code relates to existing Muslim Aid policy documents these connections will be noted. You are encouraged to familiarise yourself with these policies.
- When you have read the Code please sign in the space provided to indicate your agreement with the provisions and return the completed form to the Human Resource department.

### **Muslim Aid Values**

Muslim Aid is a values-based organisation. Muslim Aid core beliefs will be applied in its day-to-day work, reinforced through induction and training and articulated in actions and words by those who lead the organisation. Muslim Aid will apply these beliefs both to how Muslim Aid conducts its own affairs and in its relationships with others.

Muslim Aid work to alleviate human suffering as part of Islamic duty to all mankind. The vision of Muslim Aid, in the 2007-2010 Strategic Framework, is a world of peace, compassion and justice where all people achieve fulfillment. Muslim Aid mission is to serve humanity by developing innovative and sustainable solutions to tackle the root causes of poverty

The values set out in Muslim Aid's vision statement are:

- Accountability
- Justice
- Compassion
- Empowerment

It is from this vision and these values that the following code of practice follows.

### **Equal Opportunities & Diversity**

Valuing diversity means making an organisation that is genuinely open to the creativity, insights and experience of people of different race, religion, ethnic origin, gender, sexuality, disability and other backgrounds amongst both our actual and potential staff and the individuals and organisations with whom we work. It means dealing with prejudice and discrimination where it exists and recognising that we have to work at it to obtain the benefits of diversity.

(Please refer to Equality and Diversity Policy)

### **Bullying & Harassment**

Muslim Aid is committed to the prevention of bullying and harassing behaviour. It is in Muslim Aid's interest to make it clear to everyone that such behaviour will not be tolerated. The cost to the business may include poor employee relations, low morale, inefficiency and potentially the loss of staff. The code of conduct details the standards of behaviour expected of all staff.

(Please refer to Bullying and Harassment Policy)

### **Conflicts of Interest**

Occasionally situations arise where a conflict of interest occurs between Muslim Aid activities and personal activities. This can particularly occur in the areas of service provision and business contracts.

- Workers are not permitted to form business relationships between members of their own extended family and Muslim Aid.
- Staff that also manage private businesses or have a financial interest in businesses are not permitted to sign contracts between Muslim Aid and those businesses.
- Where an employee becomes aware of a potential conflict of interest they must immediately discuss this matter with their supervisor. Muslim Aid will make every effort to ensure that the process of enhancing neutrality and fairness will not disadvantage staff.
- Where workers continue to permit a conflict of interest to remain disciplinary processes may be invoked.

### **Political Activities**

Muslim Aid is an independent body and needs to be seen to be acting impartially and public confidence might be affected if it was believed that an individual member of staff's political views were compromising its independence and impartiality.

On matters directly affecting Muslim Aid, staff must not make political speeches or engage in other political activities.

Staff cannot be politically involved whilst representing Muslim Aid.

### **Use of Muslim Aid Equipment and Materials**

Employees have a duty to ensure that Muslim Aid's resources are used in the most economical, efficient and effective manner as befits Muslim Aid money.

Muslim Aid provides equipment such as vehicles and computers (laptops) in order to assist the local community. Muslim Aid recognises that in some circumstances this equipment can be used for private purposes. (See the *Vehicle Operating policy* (to be set up) and the *Use of Computers and the Email & Internet policy*)

- Employees must use Muslim Aid vehicles and computers in accordance with policy. Where permission is granted to use equipment for personal use discretion must be exercised in order to maintain the reputation of the organisation.

Over the years Muslim Aid has established a significant database of expertise and knowledge relating to our humanitarian work. This knowledge remains the property of Muslim Aid and must be protected.

- Employees are not permitted to use institutional knowledge for personal advancement.

Most of the equipment owned by Muslim Aid is recognisable by the attached organisational logo.

- Muslim Aid workers are not permitted to use Muslim Aid logos

### **Media Relations**

Muslim Aid regards media coverage of our activities as being pivotal to the success of our programmes.

- All media contact must be through Muslim Aid communications dept.
- Any requests for personal interviews or comments must be referred to the local communications dept in the first instance.
- Events/statement that are pivotal to the organisation should be cleared by the HQ Communication's department

### **Relationships with Other Staff**

Staff are encouraged to maintain open and professional relationships with each other. Differences in culture, religion and politics should be respected.

- While it is to be expected that friendships will develop between staff such relationships must not interfere with Muslim Aid programme objectives.
- Managers and supervisors are never permitted to form relationships of the same nature as marriage with staff they supervise.
- While employment will not be impacted in such circumstances it will be necessary to reassign the supervisory process.

### **Weapons**

- Muslim Aid prohibits any weapons in any building owned or operated by Muslim Aid, including employee accommodation.
- Muslim Aid prohibits the carrying of any weapons on agency vehicles. Armed civilian and military personnel are not permitted on agency vehicles. If armed persons threaten violence if they are not transported then the provisions of the Security Policy are to be followed. (Policy in progress)
- Muslim Aid staff is not permitted to own or otherwise possess weapons while on field assignment.

### **Alcohol and Drugs**

- Staff are never permitted to work while under the influence of any drug related substance, legal or illegal, that affects the ability to perform their duties.
- No such substances are permitted on property, offices or in vehicles.
- Working under the influence of alcohol is considered gross misconduct and Staff affected by alcohol during work periods will be dealt with in accordance with disciplinary procedures. (Please refer to the *Discipline & Grievance Policy*)
- If staff are prescribed drugs, which may affect their ability to their job, advice must be sought from their line manager on health and safety implications of this at the earliest opportunity.

Please remember that whether you are at work or enjoying private time you are likely to be viewed as a representative of Muslim Aid. Therefore you are encouraged to maintain self-control and limit the use of all substances, legal or otherwise.

Muslim Aid does not seek to restrict staff activities during private periods.

- At all times staff must comply with local laws and provisions.
- In environments where the possession and/or use of alcohol is illegal staff and dependents must not consume or store alcohol.

Behaviour that is illegal, or brings Muslim Aid into disrepute, will be referred to the senior manager according to the processes outlined in the Discipline & Grievance Policy.