

# UNITED WAY GREATER NIGERIA COMMUNITY INITIATIVE

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## VOLUNTEER CODE OF CONDUCT

This Code of Conduct aims to ensure that all volunteers of **United Way Greater Nigeria Community Initiative** ('UWGN' or the 'Organization') understand the standard of conduct required to participate in UWGN programs and representing the Organization as a volunteer. UWGN Volunteers are expected to adhere to this Code of Conduct at all times when associating with the Organization and carrying out their duties and interactions.

### **Expectations for Volunteers**

UWGN Volunteers are expected at all times to:

#### **BE RESPONSIBLE**

- Carry out the duties responsibly, safely and in a competent manner. The primary responsibility is to provide care and service for the well-being of all beneficiaries without being judgmental or biased.
- Avoid providing information to the beneficiaries that are misrepresented or falsified. Inform the Volunteer Engagement Executive/Executive Director to follow up with professional advice.

#### **BE RESPECTFUL**

- Respect all beneficiaries as individuals without prejudice to their economic status, abilities, race and customs, cultural and religious needs.

#### **BE PRESENT**

- Attend to your given duties diligently; otherwise inform the Volunteer Engagement Officer/Executive Director of any changes in your volunteering activity as early as possible.
- Avoid abandoning beneficiaries who are still in need of service; should there be an absolute need for abrupt withdrawal from the duties, inform the Volunteer Engagement Executive/Executive Director before leaving.

#### **BE DISCERNING**

- Behave in the most appropriate or desirable manner when carrying out your duties so as not to incur liability or bring UWGN into disrepute.
- Avoid engaging in activities or actions that will bring any harm (physical or mental) to another person or property.

Exercise good judgement in extending help, especially in monetary terms, and do not go beyond the scope of duties, or seek/accept rewards, benefits or gifts without prior written authorization.

## **PROTECTION OF CONFIDENTIAL INFORMATION**

All information confidential to UWGN, especially personal data of the beneficiaries and families must not be disclosed or used for any other purposes except as reasonably necessary to enable you fulfill your voluntary responsibilities with UWGN. It is advisable to check with the Volunteer Engagement Executive/Executive Director, if there are any queries or questions.

Photographs and videos are considered personal data of the person photographed or filmed. If you would like to take photographs or videos with the beneficiary or family members, consent is required to be sought from them on a private and personal arrangement. However, volunteers should avoid asking those who have already been identified as not wanting to be photographed or filmed.

The volunteer must return all copies of the confidential information and any documents comprising personal data of the beneficiaries and families, and all other confidential information of UWGN immediately after the conclusion of your duty or when the purpose of retaining the information is no longer necessary to fulfill the voluntary role and duties for UWGN.

## **CONFLICT OF INTEREST**

UWGN Volunteers are expected **not** to:

Assume roles in other organizations, having other personal commitments, or be in any situation that will give rise to conflict of interest during their period of voluntary service with UWGN.

Use or allow others to use UWGN's name, property, resources, information or funds for any purpose other than that required for the voluntary duties with UWGN or without prior written authorization from the Executive Director and Board of Trustees.

Act as a spokesperson for UWGN unless prior written permission or authority has been given.

## **MISCELLANEOUS**

a) Be aware that you are representing UWGN and understand the mission and core values of the organization.

b) Be punctual for your voluntary duties.

c) Lead by example and be good role models for other volunteers and the beneficiaries.

- d) Be mindful of beneficiaries who are overly friendly or attention-seeking and maintain appropriate behavior and prevent having any unnecessary physical contact with the beneficiaries.
- e) Dress modestly and appropriately – no clothes which are skimpy, revealing, offensive should be worn during your voluntary service.
- f) Maintain confidentiality and respect the privacy and dignity of the beneficiary and family.
- g) Respect the feelings of the beneficiary and family.
- h) Regard children as any others and celebrate their talents and achievements.
- i) Consult your Volunteer Engagement Executive/Executive Director when in doubt.
- j) Report immediately to your Volunteer Engagement Executive/Executive Director when you hear of any information from the beneficiary that is of potential threat or harm to self and/or others.
- k) Do not attempt to convert beneficiaries or fellow volunteers to another religion while you are representing UWGN or during your voluntary service.
- l) Solicit sales or promotion of services of any kind to beneficiaries or fellow volunteers while you are representing UWGN or during your voluntary service.
- m) Take over the role of the parent or caregiver of a any child or beneficiary while you are representing UWGN or during your voluntary service.
- n) Create dependency or overprotect the beneficiary by stepping in to take over tasks which he/she can complete if given time to do so.
- o) Make promises or give any form of monetary or material reward to the beneficiary or parent without first consulting your Volunteer Engagement Executive/Executive Director and obtaining written permission.
- q) Bring or drink alcohol, or smoke in the presence of the beneficiary or during the duration of your voluntary service.
- r) Verbally, emotionally or physically abuse the beneficiary, especially using profanities or derogatory remarks while you are representing UWGN or during your voluntary service.
- s) Provide food to the beneficiary without first consulting Club Rainbow staff to find out about their allergies
- t) Upload the beneficiary's photograph to an online platform, including website, blog or any form of social media without written permission from your Volunteer Engagement Executive/Executive Director while you are representing UWGN or during your voluntary service.

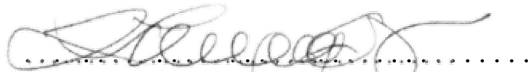
**MEMORANDUM OF ACCEPTANCE**

I, ..... of .....  
hereby accept to observe and adhere to this Code of Conduct as a precondition to allow me serve  
as a volunteer for United Way Greater Nigeria Community Initiative and I hereby append my  
signature to wit:

.....

UWGN Board of Trustees shall review this Code of Conduct annually.

Signed under the hand of the Chairman of the Board of Trustees,  
**United Way Greater Nigeria Community Initiative (IT No. 104458).**



**Dr. Olanrewaju Towry-Coker PhD**