

Code of Conduct

for Red Cross volunteers

The International Red Cross and Red Crescent Movement has made deliberate choices which have been set out in seven fundamental principles: humanity, impartiality, neutrality, independence, voluntariness, unity, and universality.

Humanity is the motive for all action. The Red Cross wants to prevent and ease human suffering. In doing so, the Red Cross is committed to protecting the life, health and dignity of the population and strives for mutual understanding, friendship, cooperation and lasting peace.

Volunteers subscribe to these choices of the Red Cross and work as volunteers in this organization.

Volunteers state that they were informed by the Red Cross that the statutes of the Belgian Red Cross, the Charter of Red Cross-Flanders and the volunteers' respective handbooks can be consulted online on the My Red Cross volunteer website. All volunteers are supposed to take note of this.

In its Code of Conduct for the Red Cross Volunteer, the Red Cross describes how volunteers must act when carrying out their tasks. By signing this document, they agree to these guidelines.

1 | Your tasks as a volunteer

As a volunteer you accept the commitment to selflessly dedicate yourself to the Red Cross. It is up to you to decide how far you take this.

Basic rules

As soon as you accept your first task, you commit to the goals of the Red Cross. You also assume responsibility to perform all your activities with due diligence. What this means in practice is set out in four important basic documents: this Code of Conduct, the statutes of the Belgian Red Cross, the Charter of Red Cross-Flanders, and the handbook of your respective discipline.

Training

Vragen je vrijwilligerstaken om specifieke kennis of Do your tasks as a volunteer require specific knowledge or skills? In that case, you will have to follow a basic training or specialised training course first or give proof of your acquired knowledge.

Fundraising

Is Red Cross-Flanders taking actions to raise funds or attract new volunteers? In that case, you will participate in an appropriate way, as such activities are essential to our entire organization. This input is the reason why the Red Cross can continue to work for people in need.

2 | Place, time and presence

Before you start volunteering, you make clear agreements with the Red Cross about the places in which you carry out your activities. Unless agreed otherwise, your engagement starts the same day you sign this Code of Conduct.

We expect you to fully comply with the agreements made. Are you unable to reach the agreed place on time? Are you ill or hindered? In such cases, you will inform the Red Cross as soon as possible.

3 | Cost reimbursement

You selflessly devote yourself to being a volunteer. You will therefore not receive any remuneration for your effort. Evidently, you do not have to bear any of the costs incurred when carrying out your tasks. The Red Cross pays for these expenses, according to the rules in the coordinated budget fees and in agreement with your chairman.

The procedure is easy:

- Download the applicable form on the My Red Cross volunteer website.
- Enter all incurred expenses. Be exact and detailed. Attach your evidence to the document if necessary.
- Submit the form before 15 January of the following year. The Red Cross will then reimburse you for the incurred expenses as previously agreed. After 15 January of the following year, reimbursement forms from the previous year will no longer be accepted.

4 | Intellectual property rights to the works created by me

If you create certain works during or as a result of your Voluntary Service of the Belgian Red Cross Flanders or on behalf of Red Cross-Flanders, you transfer all intellectual property rights to Red Cross-Flanders by signing this Code of Conduct, as shown in the instructions in the vademecum of your discipline and this for the full duration of the rights.



Belgian
Red Cross
Flanders

helps
people help

5 | Support during your tasks

As a volunteer, you are an essential part of our organization. You are therefore entitled to:

- information concerning the activities of your entity and the activities of Red Cross-Flanders, the International Red Cross and the Red Crescent Movement;
- guidance and support when performing your tasks as a volunteer;
- material that is required to properly carry out your tasks;
- tasks that best fit your skills and interests.

6 | Feedback and participation

Annually

You receive feedback on your role as an executive volunteer during an evaluation interview, held at least every two years. We would like to particularly thank you for your commitment to our organization, but we also try to maximize your contribution and to solve potential problems. Everything is negotiable. Your input during this interview is of utter importance.

At other times

Do you feel the need for an interview in the meantime? Then you can always ask your hierarchical or functional manager. Similarly, they can invite you to an interview at any time. This applies to all volunteers (whether or not executive).

If matters threaten to derail, there will be a follow-up interview in which clear agreements are made.

7 | Our core values

These four core values apply to every volunteer and every Red Cross-Flanders employee:

- **Integrity:** You are loyal to Red Cross-Flanders. You comply with all the rules of the code of conduct. You avoid any bias, self-interest and conflict of interest. You do what is necessary and base yourself on the available information. You work honestly, consistently and in complete transparency.
- **Team focus:** You work with colleagues to achieve results together. You contribute to a positive atmosphere in the group. We all have the same goal. And everyone can bring added value. This is why we not only need to work well together, but also give each other space to excel individually. Open and honest communication makes a strong team.
- **Spirit of initiative:** New ideas and innovative initiatives are important, and you should always keep an open mind. You identify opportunities and respond to them with purpose. We encourage each other to actively contribute to the improvement of the organization by formulating and collaborating on constructive ideas and doing so at every level.
- **Professionalism:** You act appropriately and responsibly towards the various important stakeholders of the organization, such as fellow volunteers, asylum seekers, people seeking help, etc. We can only offer actual help if we use the right skills in the right place and in a professional way. We are not just an aid organization, we are professionals. That's why we think it is important that we all keep on learning.

8 | Your obligations towards people requiring help

Confidentiality

When executing your tasks as a volunteer, you come in contact with the sick, the wounded and other people requiring help. That is why the rules of medical confidentiality apply to you. You will find a detailed explanation of your confidentiality obligation in the handbook and on the volunteer website My Red Cross.

Respect for ideological, religious and political beliefs

You always respect the ideological, religious and political beliefs of those seeking help. This means that you cannot act against their will.

9 | Insurance

Principle

You are insured against damage that you suffer from or cause while you perform your tasks as a volunteer.

Procedure

You will find a detailed explanation of your rights and obligations in case of damage in the handbook and in the detailed insurance manual on the My Red Cross volunteer website. It also describes the mandatory procedure in case of damage. Make sure to follow those rules strictly (deadlines, mandatory forms). This way, you can avoid trouble with the insurance company in case it needs to cover you.

10 | Duration and termination

Resignation

You and the Red Cross agree by mutual agreement when your role as a volunteer at the Red Cross starts and ends. You can always stop your Red Cross activities yourself at any time, and without notice. This does require a written resignation.

Termination after inactivity

The Red Cross is allowed to stop the cooperation if you have not been active for the Red Cross for more than one year. We will inform you by registered letter or against an acknowledgment of receipt.

Termination in case of sanction

The Red Cross is allowed to suspend or permanently exclude you as a volunteer for reasons described in the Charter of the Red Cross-Flanders. You can find the sanctions and the mandatory sanction procedure in the Charter of Red Cross-Flanders. We follow this procedure very strictly.

11 | Identification and candidacy

You will receive a Red Cross badge as proof of your role as a volunteer.

You have the right to apply for a fitting mandate and to be involved in nominations.

12 | Protection of personal data

In order to gain and maintain the trust of people in need, volunteers, donors and staff, you must always follow the instructions regarding 'Protection of Personal Data' when collecting, using and storing personal data.

I,,

have read the Code of Conduct and fully agree.

Date/...../.....

Signature