

Code of Conduct

Introduction

The purpose of the Code of Conduct is to set out standards of behaviour expected from members and volunteers of Epsom & Ewell Refugee Network (EERN). All EERN members and volunteers should ensure that they have read and agree to adhere to this Code of Conduct, by signing and returning this document to the ERN admin team (epsomrefugeenetwork@gmail.com).

The Code of Conduct should be read in conjunction with the following EERN documents :

- Volunteer Guidelines
- Ethos, Values and Practices
- Safeguarding Policy
- Transport Policy
- Volunteer Role (specific to your role)

All Available at: <https://epsomrefugeenetwork.org/policies-and-minutes>

If a member or volunteer is unclear, or requires further clarification on any of these documents in relation to their role or activities with ERN, please contact the admin team.

EERN members and volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Agreeing at all times to embody and model EERN's values and ethos as outlined in our Ethos, Values and Practices document.
- Committing to actively prevent the exploitation or abuse of those we support, by placing their safety and well-being before loyalty to friends and colleagues, as well as any personal or group goals.

- Committing to following safeguarding arrangements, as outlined in our Safeguarding Policy; recognising that everyone has responsibilities in this area (not just those who directly work with the people we support).
- Committing to respect the culture of those we support, through learning and understanding how family behaviours may have different cultural interpretations. EERN members, including volunteers, staff, befrienders and translators, will be offered access to cultural training delivered by The Institute of Migration (IOM) where relevant to their role. Conversely, the family we support should be made aware of the social and cultural norms of behaviour they are expected to meet in the UK, and the statutory obligations that underpin these norms; so building on and reinforcing the Cultural Competency training provided in host countries commissioned by the UK Government.
- Avoiding situations that may be misunderstood by others, both within and outside of our group.
- Committing and adhering to the EERN Volunteer Guidelines, covering areas such as:
 - Lone working
 - Not lending money
 - Not offering expensive personal gifts
 - Forming appropriate relationships with the family we support, based on mutual support and respect
 - Providing help outside of the assigned role
- Taking into account the care of the health, safety and welfare of the family and any other persons affected by EERN members or volunteers' acts.
- Reporting any incidents that may cause concern that any member of the family is, or is likely to be, at risk of harm; including suspicion of being under the influence of radicalisation or extremism.
- Reporting any accident, incident, damage or hazard resulting from, or impacting on EERN activities to the admin team.

- Avoiding giving advice outside the area of expertise, especially around legal or medical matters.
- Exercising caution and care with any documents, material or devices, which may contain confidential information at the end of their involvement with ERN, returning any such documents, material in their possession to the admin team.
- Notifying the admin team in writing if a member or volunteer decides to leave an EERN role, but wishes to be 'friends' with family members. In these circumstances, those supported will be told that the leaving person is now acting solely as a 'friend'. The person leaving will continue to respect the confidentiality of any personal information that they have had knowledge of in their role in EERN.
- Seeking authorisation before communicating externally on behalf of EERN.
- No photos of, or comments about, the family we support will be posted on any social media sites.
- EERN members or volunteers cannot work alone with children (under the age of 18). Ensure a parent is present at all times when working to assist a child, e.g. if taking a child to an appointment in a car ensure the parent is with the child at all times.
- Aside from any Safeguarding concerns which must be acted on as outlined in the Safeguarding Policy; raising any concerns to the admin team as soon as practically possible.
- Declaring any interests that may conflict with a role or work of EERN (e.g. business interest or employment). If any doubt arises as to what constitutes a conflict of interest, members and volunteers may seek guidance from the admin team.
- Informing the admin team of any ongoing or past child protection investigation(s) or any criminal record, caution, reprimand or warning, whether received prior to or during the course of volunteering for EERN. For the avoidance of doubt, this requirement is in addition to any other requirement for disclosure and part of your volunteering.
- Raising any concerns that any group member or volunteer is not adhering to the Code of Conduct to the admin team at the earliest opportunity.

- Where a member or volunteer is found to be in breach of the standards outlined in the Code of Conduct or any of EERN's other policies and procedures this may result in the member or the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that ERN may terminate a volunteer's position without cause.

I commit to adhere to the Epsom & Ewell Refugee Network Code of Conduct, by signing my Volunteer Role document or signing below and returning to the admin team at epsomrefugeenetwork@gmail.com. Agreement does not in any way constitute a contract of employment.

Signed: _____

Date: 21/3/2023