



## **Code of conduct for volunteers**

### **1 Introduction**

Within The InnBetween and Refugee Project Maastricht many volunteers are active in all kinds of areas.

Voluntary work shows social commitment and since we have a social function, it is important to record how we interact with each other in a document. In this document we would like to briefly consider this.

There are a number of aspects that we must be alert to and have agreements about.

For example:

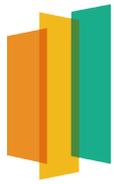
- Respect for privacy
- Aggressive behavior
- Discrimination
- Transgressive (sexual or otherwise) behavior

### **2. Starting point and goal**

First and foremost, a code of conduct is an important means of preventing and combating aggression, (sexual) intimidation and discrimination. As a result, employees and volunteers receive clear rules of conduct, draw the same line and can hold the person concerned to account in case of violation of the rules, while it also becomes clear to volunteers what is and what is not allowed. The introduction of a code of conduct also offers the possibility of making said undesirable behavior negotiable within The InnBetween and Refugee Project Maastricht.

### **3. Scope of the Code of Conduct**

This code of conduct applies to all employees and registered The InnBetween and Refugee Project Maastricht volunteers who work in the various fields of the organization.



#### **4. Volunteer Agreement**

Failure to enter into, terminate or renew a volunteer agreement must not be related to a discriminatory principle. For example: a volunteer may not be rejected on non-intrinsic factors such as philosophy, gender, skin color, sexual orientation, ...

#### **5. Place of execution and work environment**

The InnBetween and Refugee Project Maastricht is committed to a healthy, safe and discrimination-free environment for the volunteers. This also includes preventing volunteers from being exposed to aggression and discrimination by third parties. The interaction between employees, volunteers and visitors is determined by respect for non-intrinsic factors such as philosophy, gender, skin color, sexual orientation, age and others.

#### **6. Dealing with volunteers and visitors**

Employees and volunteers do not accept aggressive behavior from volunteers and visitors and do not themselves initiate aggressive behavior towards them. Nor are cross-border (sexual or otherwise) behavior and discriminatory behavior of volunteers, visitors and employees accepted.

#### **7. Other rules of conduct**

- Employees and volunteers who have confidential information must act in accordance with the confidential adviser scheme. Confidential information means information obtained from and about the volunteers. This also includes information relating to (the intention to and the consequences of) criminal offenses, as well as information in the relational sphere that affects both the volunteers and the functioning and objectives of the employees of The InnBetween and Refugee Project Maastricht.
- If a volunteer identifies matters within the organization that in their eyes do not fit in the context of acting with integrity, they must immediately inform the confidential counselor.
- The use of illegal drugs and excessive use of alcohol is prohibited while volunteering, as well as being under the influence of alcohol and drugs.



## **8. Supervision**

The members of the Complaints Committee and the chairman are responsible for the supervision and compliance with this code of conduct. Of course, every employee is also responsible for properly implementing and following up this code of conduct. The confidants of The InnBetween and Refugee Project Maastricht can also play a role in this. In case of non-compliance with the code of conduct, it will be examined which actions are necessary or desirable (assistance, aftercare, sanctions, legal action).

## **9. Complaints about inappropriate behavior**

When a volunteer has a complaint about undesirable behavior, there is a complaints procedure.

- The interested party who is confronted with undesirable behavior can in the first instance turn to the confidential adviser.
- If the consultation with the confidential adviser does not lead to a satisfactory solution, the interested party can submit a written complaint to the complaints committee.

Confidential counselor for students: Wendy Geijen

wendy.geijen@maastrichtuniversity.nl

Confidential adviser employees: Leonie der Kinderen

l.derkinderen@centrumvaktherapie.nl

## **10. Evaluation**

This document - code of conduct for volunteers - is put on the agenda of the team meeting once a year and checked for topicality.

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