



## CODE OF CONDUCT

Our guiding principles are equality and equal dignity of each and every individual; mutual respect is our core value. The commitment to helping children in need is the motivation that drives us.

1. Volunteering is a **teamwork activity**: responsibilities should be shared whenever required. Remember that tiring and long hours can be part of the experience.
2. To this date, both paid staff and volunteers have provided high quality services; we intend to maintain the **standards of excellence** achieved.
3. **Good character and manners** are essential for an environment that is pleasant to everyone: avoid being rude and swearing at all times.
4. **Personal initiative and spirit of innovation** are well regarded. Volunteers, however, are not allowed to take major decisions without consulting with staff.
5. Please **maintain confidentiality** and avoid disclosing personal and private information entrusted to you for whatever reason.
6. It is important to **adhere to caregivers' rules** when dealing with the children.
7. **Gifts and donations** to the children should always be made through the management.
8. A **non-smoking policy** is in place both in our premises and wherever in the presence of children.

The use of own means of transport (car or public transport) is appreciated.

Failure to comply with the Code of Conduct may lead to exclusion from the volunteering program.