



## Staff and Volunteer Code of Conduct

Joining the All Hands and Hearts' community comes with great rewards and responsibilities.

### **Purpose**

Our code of conduct is one of the ways All Hands and Hearts ensures we work effectively as a team to meet our objectives. It is built around the recognition that we are a humanitarian organization and everything we do in connection with our work at All Hands and Hearts will be measured against the highest possible standards. These standards foster a positive, productive and inclusive environment, allowing us to effectively meet our commitments to communities while preserving a respectable reputation. Individual actions shape how the world views All Hands and Hearts, which is why it's so important that we each take responsibility for acting ethically and appropriately in all situations.

Please read our Code of Conduct and follow both in spirit and letter, always taking into consideration that each of us has a personal responsibility to incorporate, and to encourage other staff members and volunteers to follow the principles of the Code of Conduct into our work. And, if you have a question or ever think that one of your fellow staff or volunteers or the organization as a whole may be falling short of our commitment, don't be silent. We want – and need – to hear from you.

### **Who Must Follow the Code of Conduct?**

We expect everyone that participates in our programs to follow the Code of Conduct. This includes staff, volunteers, board members, donors, interns, visitors, consultants, contractors, and vendors.

Failure to do so can result in disciplinary action, ranging from a warning to expulsion from the program and/or all future programs. The interpretation and enforcement of this Code is at the discretion of the local team, and this Code should in no way be considered a comprehensive list of offenses warranting disciplinary action.

### **How do I report behavior that may violate this Code of Conduct?**

If you experience misconduct of any kind we strongly encourage you to report the incident:

- to Claudia Thomas in the HR department, via [report@allhandsandhearts.org](mailto:report@allhandsandhearts.org) or (+1) 203 939 3418
- to a Program Director, or other supervisor, who will then reach out to the HR department as above

Anyone who witnesses, suspects, hears rumors about, or receives a report, directly or indirectly, of behavior that may violate this Code of Conduct, is required to take prompt, appropriate action by immediately reporting the incident as above.

All reports will be investigated in a timely manner, and with discretion and respect. Please see our [Sexual Misconduct Policy](#) for more details.



# All Hands and Hearts

**Amnesty:** We strongly encourage staff and volunteers to report behavior that may violate this Code of Conduct as soon as possible, even if those involved may have engaged in the inappropriate or unlawful use of alcohol or drugs, or the violation of curfew or COVID policies. An individual acting in good faith who reports or experiences misconduct will not be disciplined by All Hands and Hearts for violations of this Code of Conduct in connection with the reported incident.

## **What If I Have a Code of Conduct Related Question?**

If you have a question you can ask any staff member at All Hands and Hearts. You can also contact us at [volunteer@allhandsandhearts.org](mailto:volunteer@allhandsandhearts.org) for any additional clarification or to address any questions you may have in relation to our Code of Conduct.

If you have knowledge or concern regarding an activity that you consider dishonest, fraudulent, unethical or in violation of any of our organization's policies, you can contact our Ombudsman ([ombuds@allhandsandhearts.org](mailto:ombuds@allhandsandhearts.org)) to anonymously share your concern.

Please see our [Whistleblower and Ombuds Policy](#) for more information.

## **No Retaliation**

All Hands and Hearts prohibits retaliation against any staff member or volunteer who reports or participates in an investigation of a possible violation of our Code of Conduct or reports an activity that they consider dishonest, fraudulent, unethical or in violation of any of our organization's policies. If you believe you are being retaliated against, please contact our Ombudsman ([ombuds@allhandsandhearts.org](mailto:ombuds@allhandsandhearts.org)).

## **Serving Communities Impacted by Disaster**

As an organization we have worked hard to establish and maintain a reputation built on trust and respect. This reputation is our most valuable asset, and it is up to all of us to ensure we continually earn that respect and trust. The communities we serve value All Hands and Hearts not only because we provide disaster relief, but because we hold ourselves to a higher standard in how we treat those within our community. We apply these same high standards to all aspects of how we operate, and we do not condone any behavior that could negatively affect the reputation of the organization.

Keeping the following principles in mind will help us to maintain that high standard:

**Respect One Another:** All Hands and Hearts strives to achieve an inclusive and respectful environment for all volunteers and staff. All representatives shall behave with respect for each other and the cultural environment in which we are working.

Romantic or intimate relationships are permitted in some circumstances. Please see our [Intimate Relationship Policy](#) for more details.

**Workplace Health, Safety and Security:** All Hands and Hearts is committed to providing a safe working environment. We expect all staff and volunteers to abide



## All Hands and Hearts

by the policies we have put in place to keep our staff and volunteers safe. This includes ensuring you are inside the base by curfew, you understand and abide by our safety rules and follow our code of conduct at all times. Volunteers and staff are expected to follow all safety rules and practices; cooperate with those who enforce these rules and practices; take necessary steps to protect themselves and others; attend required safety training; and report immediately all accidents, injuries and unsafe practices or conditions. In order to enhance workplace security, you should be familiar with and follow any work safety information and training provided to you.

**Harassment, discrimination and bullying:** All Hands and Hearts aims to provide an inclusive environment for all and prohibits discrimination, harassment and bullying in any form – verbal, physical, sexual, or visual.

**Drugs and Alcohol:** Our position on substance abuse is simple: It is incompatible with the health and safety of our staff and volunteers, and we don't allow it. The term 'substance abuse' is used to include all drugs and substances, legal or illegal, which adversely affect behavior. Responsible consumption of alcohol is not banned at our programs, but you must use good judgment and never drink in a way that leads to impaired performance or inappropriate behavior, endangers the safety of others, or violates the law. Intoxication that has a visible effect on an individual, for example, affects their ability to walk or talk, is not acceptable while representing All Hands and Hearts. For purposes of this policy, prohibited substances that are not to be used on program include the following:

- All drugs that are considered federally illegal in the U.S. (including marijuana)
- All forms of cannabinoids (including CBD)
- All psychoactive substances that lead to impaired performance or visible intoxication
- All prescription drugs taken without a valid prescription

**Acts and Threats of Violence:** We are committed to a violence-free environment, and we will not tolerate any level of violence or the threat of violence on our program. Under no circumstances should anyone bring a weapon to our program. If you become aware of a violation of this policy, you should report it to the Program Director immediately.

**Abiding by the Law:** We expect staff and volunteers to abide by the law of the country in which we are working. We will not tolerate any illegal activity, including the consumption or possession of illegal drugs, whether inside or outside the All Hands and Hearts base. Volunteers are subject to local, state and national jurisdictions in which we operate.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_