

Code of Conduct for Volunteers

Why the Code?

This code spells out how volunteers would conduct themselves in their interaction with one another, the community and the clients. The code also dictates the best practices in line with GG values where the highest possible standards of integrity are expected, and compliance with all relevant laws and regulations is prioritized. It also contains extracts from the GG's Child Protection Policy which is marked with [CPP - "index no."], while the full version can be obtained from GG's website. Volunteers will be expected to conform to the Code in whole and in every circumstance, and act in a manner that would not put GG's honesty, impartiality, reputation or competency in doubt.

Interpretations

The terms used in this Code shall be interpreted as follows unless stated to the contrary.

- **'GG'** refers to Yayasan Generasi Gemilang.
- **'Staff'** refers to the person employed by GG.
- **'Client'** refers to a child or group(s) of children, student(s), adult(s) and family(s) to whom the volunteer is assigned to.
- **'PIC'** (Person-In-Charge) refers to a person given the authority to lead any event or training conducted by GG.
- **'Volunteer'** refers to the person who willingly provides unpaid help in the form of time, service or skills and is registered with GG.
- **'Child'** refers to anyone under the age of eighteen (18).
- **'CPP'** refers to GG's Child Protection Policy.

What is expected of us as Volunteers?

We have the responsibility to:

- Conduct ourselves in a manner consistent with our position as positive role models including not being under the influence of alcohol or any abusive substances during the course of GG activities.
- Treat everyone with courtesy and respect.
- Take all reasonable steps to ensure all property entrusted under our care is protected and not misused or misappropriated.

We are expected to:

- Submit, follow and assist in the execution of the PIC's job assignment.
- Accept directions from the PIC and willingly initiate, yet still abide to the guidelines and limitations of a role of volunteer.
- Be reliable in the fulfilment of assigned task(s) and be accountable for our actions, striving for excellence in the things that we do.
- Be punctual and participate in all regular meetings scheduled by the PIC. The PIC is to be informed immediately of absence in the event of any arising unforeseen pressing circumstances.
- Discuss problems, issues, and concerns with the PIC in the course of fulfilling the assigned task.

Legal Compliance

- Compliance and obedience to the law of Malaysia cannot be compromised in the course of executing the GG's business.
- Compliance with Malaysian Child Act 2001 (AKTA KANAK-KANAK 2001- AKTA 611), which is relevant to GG's programs and services.

Dress Code and Identity

- We should dress appropriately and be culturally sensitive during the volunteering period [CPP - 4.6].
- We must identify ourselves as GG Volunteers.
- GG will not be responsible for any personal loss or stolen articles and belongings.

Gifts and Donations

- We will not accept gifts and donations for ourselves or on behalf of GG when conducting activities for GG.

Code of Conduct for Volunteers

Photography and Recordings

- We are not allowed to take photographs or any form of recording of light and/or sound of, or with the Client unless appointed by a GG staff [CPP - 4.1.].

Confidentiality and disclosure of information

- All information directly or indirectly concerning GG or the Client is CONFIDENTIAL. We are to observe this by not divulging any confidential information without consent from GG, even after the volunteering services ends, except when a legal duty is imposed.

Media, Communication and Public Relations

- GG is a non-political and non-religious organization and that all information made in the public domain must be accurate, correct and accords with high professional and ethical standards.
- We are to refrain from answering questions, offering or giving comments to the media on behalf of GG even if its personal opinions, “off the record” or to clarify any points. When in doubt, refer the questions to a staff of GG.

Intellectual Property

- GG’s Intellectual Property - know-how, methods, concepts, and ideas - must be protected and administered to the best interest of GG. GG’s materials should not be reproduced or be utilized outside of GG’s scope.
- If we are involved in Research & Development (R&D) activities, we shall disclose the sources of information and give full citation from which our information is derived from.
- All materials developed during the course of the volunteering service, will belong to GG.

Harassment and Intimidation

- GG does not tolerate all forms of discrimination and conduct amounting to harassment, coercion or any form of disruption.
- GG does not tolerate any sexually inappropriate conduct amongst us and with the Client throughout the course of volunteerism including any acts reasonably interpreted as sexual in nature (eg. the use of words containing sexual innuendoes, or crude derogative terms).

Working with Children

- We are not permitted to be alone with the Client in a private place out of sight of other people.
- Where possible and practical, the ‘two - adult’ rule should be followed [CPP - 4.2.].
- We will not discipline a child in a way that is against the Convention on the Rights of the Child. This effectively means no tolerance for any form of violence against the child [CPP - 4.4.].
- We are encouraged to raise any suspected child abuse concerns, disclosure or cases to a GG staff or GG’s Child Protection Officer immediately, bearing in mind CPP confidentiality guidelines [CPP – 6.1.].

Duty and Declaration

- It is our duty to report to our PIC or GG Staff, anything that we see as a breach against this Code. Not reporting it when we should is by itself a breach of this Code. Our report will be treated confidentially, and there will not be any repercussions against us if our report is made in good faith.
- This code sets out the minimum acceptable standards of volunteering with GG. It is not able to cover every standard and therefore we are to exercise our good judgment in every situation.
- The Code, or parts of it, may be changed from time to time to meet GG’s needs or address any changing conditions.