# VOLUNTEER CODE OF CONDUCT

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| **Policy owner** | Founder/CEO — Shaykh Dr. Abdifatah Ali Ahmed |
| **Applies to** | All volunteers of Manara Community Solutions |
| **Review cycle** | Annually |
| **Last reviewed** | July 2026 |
| **Next review** | July 2027 |

## 1. Purpose

Volunteers are a valued part of Manara Community Solutions, contributing time, skill and compassion to support our mission. This Code of Conduct sets out the standards of behaviour expected of everyone who volunteers with us.

## 2. Our Expectations of Volunteers

- Treat every individual with dignity, respect and compassion, regardless of background or belief.
- Act honestly, reliably and professionally at all times.
- Maintain confidentiality regarding service users and their circumstances, in line with our Data Protection Policy.
- Follow our Safeguarding Policy and report any concerns about a child or adult at risk without delay.
- Avoid any behaviour that could bring Manara's reputation into disrepute.
- Not accept gifts, favours or payment from service users beyond what is agreed with Manara.
- Respect professional boundaries and avoid developing personal relationships with service users outside the scope of the service provided.
- Attend agreed sessions punctually and inform Manara promptly if unable to attend.

## 3. What Volunteers Can Expect from Manara

- A clear induction and, where relevant, training for the role undertaken.
- Reasonable support and supervision from a named contact within the organisation.
- Reimbursement of agreed, reasonable expenses incurred while volunteering.
- A safe environment in which to carry out volunteering activities.
- To be treated fairly and with respect at all times.

## 4. Confidentiality

Volunteers may become aware of sensitive personal information in the course of their role. This information must not be shared outside of Manara, except where required under our Safeguarding Policy.

## 5. Health and Safety

Volunteers are expected to take reasonable care of their own health and safety and that of others, and to report any hazards, incidents or near-misses to their named contact promptly.

## 6. Breach of this Code

Failure to uphold this Code of Conduct may result in a review of the volunteering arrangement, and in serious cases, the immediate ending of the volunteer's involvement with Manara.

## 7. Ending Your Volunteering

Volunteers may end their involvement with Manara at any time. We ask that reasonable notice is given where possible, so that any ongoing commitments to service users can be managed appropriately.