

## **General Volunteer Policies**

All volunteers are responsible to conduct themselves in a manner that positively reflects WVC; is consistent with our values; and complies with all legal and regulatory requirements.

### **Code of Conduct:**

We ask that all World Vision volunteers treat all people with dignity and respect; behave in an honest, trustworthy and ethical manner; wear appropriate attire; adhere to safety, security and health rules; adhering to applicable laws; and properly manage WVC assets, funds or other property, etc.

### **Payment Card Industry Compliance:**

WVC volunteers who handle payment card information are responsible to ensure that payment card information under their control is always secure and visible/accessible to only those individuals who require access to that information; and ensure that payment card information is stored only as long as it is absolutely required.

### **Conflict of Interest:**

Volunteers are required to disclose any actual or potential conflict of interest. A conflict of interest is “material” if it might affect, or might reasonably be thought by others to affect, a volunteer’s judgment or conduct in the carrying out of his or her World Vision related duties, decisions or actions or if it is otherwise adverse to the interests of World Vision Canada. By reading and responding “yes” in the dropdown field on the application, you are agreeing that you have *no* relationships, business affiliations, involvements, associations, positions, financial interests, gifts, loans or other transactions which may be a conflict of interest to disclose.

WVC volunteers are strongly encouraged to report evidence of conduct which violate or is inconsistent with the standards described in these guidelines. WVC will investigate all reports of misconduct, violence, harassment and/or conflicts of interest; and if substantiated, the offender, regardless of seniority, or position, or whether a volunteer, will be subject to appropriate disciplinary action up to and including termination. All reporting will be kept confidential and without retaliation to the reporting person.