



# SOLIDARITY4HERITAGE

## ETHICAL CODE FOR VOLUNTEERS AND SOLIDARITY WORKERS

*This Ethical Code for Volunteers and Solidarity Workers is developed in the scope of the “Solidarity for Heritage” project, co-funded by the Europe for Citizens Programme. The Ethical Code sets standards of personal qualities and behaviors required in order to engage in voluntary work, and it is the product of the cooperation of the members of the “Solidarity for Heritage” Network of towns, namely:*

*Municipality of Strumyani, Bulgaria*

*Municipality of Agia, Greece*

*Naxxar Local Council, Malta*

*Municipality of Caltanissetta, Italy*

*Municipality of Novo Mesto, Slovenia*

*Association Euni Partners, Bulgaria*

*The Ethical Code is part of the Network’s efforts to make volunteering more attractive both for volunteers themselves and for the hosting institutions and communities. Therefore, this document sets the basic standards for the conditions volunteers need to satisfy, as well as the conditions, which need to be provided by the hosting institutions/ communities.*

*The ethical code is primarily based on the EU charter for volunteering and is complemented with the input of volunteers of different nationalities, ages and fields of expertise, as well as of various hosting institutions, organizations and communities.*



Co-funded by the  
Europe for Citizens Programme  
of the European Union



# SOLIDARITY4HERITAGE

## Definition of volunteer and volunteering work:

A volunteer is a person who carries out activities for the benefit of the society without financial award. A volunteer engages in such activities by free will, by committing his time, work and skills to the aim of contributing to the society.

The work a volunteer performs is volunteering work and is with non-profit cause. It can be formal and non-formal and can support various organisations and initiatives for the benefit of the society. Volunteering work is aimed at meeting social needs and is always a matter of free choice. <sup>1</sup>

## Hosting institution:

A hosting institution that provides volunteering work/ activities can be a public authority or private institution, such as non profit organisations or groups, or other non- profit entities. The hosting institution has to aim at contributing to the public good and have to conduct such activities. For the sake of achieving these goals/ best results, a hosting institution could engage volunteers in these activities. <sup>2</sup>

The main elements of the volunteer concept in laws and regulations adopted by EU Member States describe actions that:

- are performed with the free will of the individual;
- are developed in the framework of non-profit, non-governmental organisations;
- have no professional character;
- are non-paid;
- and carried out for the benefit of the community or a third party.<sup>3</sup>

---

<sup>1</sup>[http://ec.europa.eu/citizenship/pdf/doc1311\\_en.pdf](http://ec.europa.eu/citizenship/pdf/doc1311_en.pdf)

<sup>2</sup> 5. [COM(1997) 241 : COMMUNICATION FROM THE COMMISSION on PROMOTING THE ROLE OF VOLUNTARY ORGANISATIONS AND FOUNDATIONS IN EUROPE; ]

<sup>3</sup> [http://ec.europa.eu/citizenship/pdf/doc1018\\_en.pdf](http://ec.europa.eu/citizenship/pdf/doc1018_en.pdf)





# SOLIDARITY4HERITAGE

## Section I

### Responsibilities of the Volunteer

- 1) The volunteer has to respect the law, along with the specific ethical and organisational rules of the hosting institution and community.
- 2) When carrying out their volunteering activities and obligations, volunteers act in accordance with the principles of democracy and non-discrimination.
- 3) The volunteer shall have personal qualities and values, as solidarity, tolerance and respect to the difference of the hosting community and the individual. The volunteer shall strive to enhance these values in the community, while carrying out his activities.
- 4) The work of the volunteer shall be based on cooperation and understanding.
- 5) The volunteer's activities are aimed in the first place at contributing to the public good. He does not expect in return material or financial gain for his efforts.
- 6) The mission and the activities of the volunteer are regulated and are in line with the rules and the norms of the hosting institution and the hosting community, and are dedicated to the objectives and the goals set out jointly with the hosting institution.
- 7) When carrying out activities, the volunteer has to represent their organisation/ institution in the most professional way, and has to protect its reputation. The volunteer's attitude towards activities, tasks and communication must be professional.





# SOLIDARITY4HERITAGE

- 8) The volunteer has a personal obligation of conducting each activity in accordance with the standards of excellence. He/she has the obligation to accomplish the tasks assigned to him/her by the hosting institution.
- 9) Every volunteer owes duty of confidentiality, when he/she is provided with information, regardless of whether the information is connected with his work or not.
- 10) When a volunteer interacts with other volunteers, staff members, stakeholders and third parties, he/she does it in a dignified, respectful, fair and professional way.
- 11) The volunteer shall respect the culture, traditions and customs of the hosting community and shall not violate its ethical norms and principles.
- 12) The volunteer shall be open to share their own culture, as well as be interested to learn about the culture of the hosting community.
- 13) The volunteer shall do the volunteering activities with respect to the values of the European Union - respect for human dignity and human rights, freedom, democracy, equality and the rule of law.





# SOLIDARITY4HERITAGE

## Section II

### Responsibilities of the Hosting Institution and the Hosting

- 1) The hosting institution shall develop a policy for the volunteering activities, to be followed by the volunteers, as well as the institution.
- 2) The hosting institution and the hosting community shall respect the volunteers, their rights and their work.
- 3) The hosting institution shall offer work to the volunteer that is in compliance with the national legislation, along with the ethical and organizational rules of the hosting institution.
- 4) The hosting institution shall provide the volunteer with detailed information regarding the volunteering work and the tasks he/she will have, prior to the start of the activities. If needed the institution shall also provide linguistic or training support.
- 5) The hosting institution shall offer educational or training support if needed, in order to help the volunteer to successfully execute his/her volunteering activities.
- 6) The training and educational activities offered by the hosting institution shall be free of charge.
- 7) The hosting institution shall give the volunteers access to the resources and information, if the volunteering activities require it, in order to be accomplished.
- 8) The hosting institution and hosting community shall work toward promoting volunteering in general and shall promote the benefits from it for the society.
- 9) The hosting institution shall acknowledge the volunteering experience by certifying the work and training experience. When necessary, the hosting institution shall cooperate with professional/training institutions or structures in





# SOLIDARITY4HERITAGE

order to validate the knowledge, skills and experience acquired by the volunteer.

- 10) The hosting institution shall follow the rules of GDPR in the work with volunteers and the implementation of volunteering activities.
- 11) The hosting institution and hosting community shall support the initiatives of the volunteers, as long as they are for social benefit and are in compliance with the aims of the institution.
- 12) The hosting institution is responsible for supporting the volunteer in the process of integration in the local community.
- 13) The hosting institution is responsible for supporting the volunteer to get accommodation with decent living conditions.
- 14) The hosting institution and community should respect the cultural, linguistic, religious or other background of the volunteer and act with no discrimination.
- 15) The hosting institution shall have at least one person who will support the volunteer not only in professional, but also in moral way.

