



CODE OF ETHICS AND CONDUCT FOR VOLUNTEERS

Introduction

About us

Global Shepherds Berhad was incorporated in September 2017 as a non-profit organisation registered with the Companies Commission of Malaysia.

The organisation's mission objective is to provide care, welfare and all forms of intervention to those in poverty, victims of gender based violence and other forms of abuse, neglect and exploitation. It is mandated to provide services to all women and children regardless of nationality, ethnicity and faith.

Our History

The Congregation of our Lady of Charity of the Good Shepherd was founded by St. Mary Euphrasia in 1835 in Angers, France; and is present in more than 70 countries worldwide. In 1956, the Good Shepherd Sisters arrived in Kuala Lumpur and founded a mission that was rooted in a history that reached out to women and girls in crisis and those in the margins. Over the years the Mission in Malaysia grew and expanded to Perak and Sabah with programmes that addressed issues ranging from sexual gender based violence and trafficking in persons to community and youth empowerment.

With the expansion of the Mission many of the programmes were eventually managed by dedicated and qualified lay professionals. The lay mission partners worked with the Good Shepherd Sisters in various capacities and eventually took on leadership roles in the Mission. Subsequently, in September 2017, Global Shepherds Berhad was established by the Sisters and governed by a Board of Directors. In the spirit of co-responsibility for Mission, the Board of Directors comprise mission partners, both sisters and lay persons, who collectively contribute their expertise for the growth and continuation of the Good Shepherd Mission.

Global Shepherds' focus is to empower lives, restore rights and uphold dignity of those who are marginalised and broken. We reach out and welcome each person with respect and dignity, accompanying each one with care and compassion.

Vision:

One Person is of More Value than the Whole World

Mission:

**We are committed to reaching out with compassion and respect,
empowering each person to wholeness and full potential**

Our Values:

Compassion, Respect, Integrity, Gratitude, Zeal

This code of conduct and ethics is to be read together with the following mandatory policies which are applicable and to be read by all employees, volunteers and service providers.

- d) Child Safeguarding Policy
- di) Prevention of Sexual Harassment, Exploitation and Abuse Policy

All employees, volunteers and service providers of GSB will be trained on this Code of Conduct & Ethics as well as the Child Safeguarding Policy and Prevention of Sexual Harassment, Exploitation and Abuse Policy. Training is mandatory and a refresher will be conducted by the team leader at the beginning of each calendar year.

Global Shepherds Mission - Ethics

1. Expectations of Ethical Work Practices:

All Volunteers are expected to:

- 1.1 Work in accordance with Global Shepherds' vision, mission and values.
- 1.2 Adhere to all the policies and procedures of Global Shepherds
- 1.3 Treat all clients with respect, dignity, care and warmth.
- 1.4 Work in ways that promote the safety and well-being of all clients.
- 1.5 Work within the appropriate professional boundaries of the Volunteers-Client relationship.
- 1.6 Treat all staff, volunteers, visitors and others with respect.
- 1.7 Work cooperatively with other volunteers, staff and other agencies.
- 1.8 Utilise all paid and voluntary working hours in effective, efficient and conscientious ways.
- 1.9 Present a professional appearance, be properly attired and maintain personal hygiene at all times to set the tone and example for clients, other volunteers and staff.
- 1.10 Have integrity
- 1.11 Be honest, responsible and accountable.

Global Shepherd Mission - Code of Conduct

2. Code of Conduct

2.1 Prohibited Actions.

2.1.1 **Towards Clients.** All Volunteers must not:

- a. Physically or verbally abuse any client, at any time.
- b. Use inappropriate disciplinary measures on the clients including caning, withholding of meals, imposing monetary fines.
- c. Be engage in sexual activities or sexual contact with
 - i. current clients,
 - ii. clients' relatives,
 - iii. individuals with whom the clients maintain a close personal relationship
or
 - iv. former clients, whether such contact is consensual or forced.

The Volunteer assumes the full burden for setting clear, appropriate and culturally sensitive boundaries.

- d. Sexually harass any client under their care.
- e. Use position as volunteer to sexually exploit or abuse clients
- f. Impose their personal, religious or political beliefs on clients.
- g. Condone, utter or practice any racist, sexist or other discriminatory remarks or actions.
- h. Be involved in, or allow any client to be involved in any illegal activity or gambling on the premises, or elsewhere when clients are in the Volunteer's care or accompanying the Volunteer.
- i. Withhold information that may be harmful to the well being of clients.
- j. Borrow, lend or give money or gifts from/to clients and/or their relatives
- k. Spread malicious rumours or gossip about the clients and the organisation.

2.1.2 *Towards Staff, Other Volunteers and Visitors.*

All Volunteers must not:

- a. Physically or verbally abuse staff, other volunteers or visitors to the organisation, at any time.
- b. Sexually harass any staff, other volunteers and visitor.
- c. Use position as volunteer to sexually exploit or abuse staff, other volunteers, visitors.
- d. Use inappropriate disciplinary measures on staff, other volunteers or visitors to the organisation; including: caning, withholding of meals, imposing monetary fines.
- e. Impose their personal, religious or political beliefs on staff, other volunteers or visitor to the organisation.
- f. Condone, utter or practice any racist, sexist or other discriminatory remarks or actions.
- g. Withhold information that may be harmful to the well being of staff, other volunteers or visitors to the organisation.
- h. Borrow, lend or give money or gifts from/to staff, other volunteers and visitors.
- i. Spread malicious rumours or gossip about staff, other volunteers or visitors to the organisation.

2.1.3 *As Professionals and towards the Organisation*

All Volunteers must not:

- a. Be involved in, or allow any client to be involved in any illegal activity or gambling on the premises, or elsewhere when clients are in the Volunteer's care or accompanying the Volunteer.
- b. Be in an intoxicated state from the use of alcohol and/or illegal drugs when on the premises, or elsewhere when clients are in the Volunteer's care or accompanying the Volunteer.
- c. Bring or consume any alcohol or illegal drugs on the premises, or elsewhere when clients are in the Volunteer's care or accompanying the Volunteer.
- d. Smoke while in the organisation's premises or vehicles or elsewhere when clients are in the Volunteer's care or accompanying the Volunteer.
- e. Spread malicious rumours or gossip about the clients and the organisation.
- f. Use the organisation's name, property, funds, position, authority or facilities for their advantage or personal gain to themselves or any other person.

- g. Misuse the resources and facilities (provided by the organisation to enable them to perform their job) for their own personal use or remove the resources and facilities from the physical confines of the organisation unless the service requires. Facilities and resources include funds, computers, printers, mobile phones, internet facilities, facsimile and telephone system, vehicles, resource materials, etc.
- h. Make public statements to the press or other media sources concerning Global Shepherds or its clients unless instructed to do so by the Executive Director / Board Member.
- i. Accept or solicit any cash or gifts for personal benefit from any third party which might in any way compromise or influence the Volunteer in their official capacity, thereby imposing an obligation on them. A gift in cash or kind of nominal value generally used for promotional purpose by the donor or moderate acts of hospitality may be accepted provided it does not impose an obligation on the recipient. Such gifts shall be reported to the Director who will then decide the manner the gift is to be disposed of.

2.2 Confidentiality

- 2.2.1 All Volunteers should maintain the confidentiality, integrity and security of official information about Global Shepherds and its clients, which they have access to. Such information should not be used in any way which may constitute a conflict of interest with Global Shepherds and/or its clients.
- 2.2.2 Volunteers must not disclose verbally, in writing or in any manner whatsoever to any third party any confidential information or records including information relating to staff and clients without the prior written consent of Global Shepherds and/or the clients
- 2.2.3 Volunteers who have ceased their service with Global Shepherds may not use information gained or obtained in the course of their service for the Volunteer's and/or any third party's personal gain/benefit. Upon cessation of service, all information, records, manuals, notes and documents should be immediately returned to Global Shepherds.
- 2.2.4 All confidential information shall at all times remain the property of Global Shepherds.

2.3 Sexual harassment

The organisation will not condone or tolerate any conduct or behaviour which may constitute sexual harassment. Any Volunteer that is found guilty of such conduct against clients, staff, other volunteers or visitors will be subject to disciplinary action which may result in dismissal. Sexual harassment is defined as:

Any unwanted conduct of a sexual nature that can take the following form:-

1. *Verbal*
2. *Non-Verbal*
3. *Visual*
4. *Psychological*
5. *Physical harassment*

The above definition extends to sexual harassment which may involve clients, staff, other volunteers and visitors to the organisation and also includes emails or letters depicting sexual content, unwanted attention or harassment that is unsolicited.

2.4 Informed Consent

The Volunteer shall not act without the informed consent of the client, unless required by law to protect the client or another from risk of serious harm. In instances where clients are not literate or have difficulty understanding the main language used, the Volunteer should take steps to ensure that client understands. This may include providing clients with a detailed verbal explanation or arranging for a qualified interpreter or translator where possible.

For clients who are legally incapable of giving informed consent, the organisation should consider the client's preferences and best interest and obtain appropriate permission from a legally authorised person, e.g. a parent or legal guardian. Where the law vests the power of consent in respect of a minor in the parent or legal guardian, this in no way diminishes the Volunteer's duty to ascertain and respect the minor's wishes and feelings, giving due weight to the minor's maturity and understanding.

The Volunteer is required to appropriately document written or oral consent, permission and assent.

2.5 Media Policy

Photos of clients on any activities shall not be released in the media unless prior approval from the client/organisation is obtained. In the event that the organisation is actively seeking publicity, only discreet photos of clients may be published in organisation's Newsletters or programme brochures. Prospective programme participants or parents of prospective programme participants (for those below 18 years of age) will be advised prior to the commencement of the programme.

3. Breach of Code of Ethics and Conduct

- a. Any breach of these conditions is to be reported to the Executive Director / Board Member. Any breach may result in termination or suspension from employment or voluntary service, and disciplinary action.
- b. All Volunteers of the organisation have a direct responsibility to report any contraventions or breach of the Code of Ethics and Conduct directly to the Executive Director / Board of Governors.
- c. Where the Executive Director is observed as to have contravened this policy, a senior staff member is to be notified and the staff member will notify the Board of Governors.