

IFM-SEI Code of Conduct for volunteers

For elected representatives, coordinators, ESC volunteers and other volunteers

This document is an updated version of the IFM-SEI Code of Conduct, reflecting current organisational practices, responsibilities and expectations.

Introduction and purpose

This Code of Conduct outlines the expected standards of behaviour for elected representatives, coordinators, ESC volunteers and other volunteers involved in IFM-SEI. It applies to interactions with colleagues, other volunteers, members, participants and towards the organisation as a whole.

IFM-SEI promotes open communication, mutual respect and a culture of care. All volunteers are expected to act in line with this Code of Conduct. Violations of this Code may result in appropriate follow-up and disciplinary measures, in line with IFM-SEI policies, statutes and procedures.

Scope of application

This Code of Conduct applies to all volunteers acting on behalf of IFM-SEI, regardless of:

- position or role,
- mandate or role agreement,
- duration of involvement, or
- level of responsibility.

The Code applies during IFM-SEI activities, meetings, representations, online spaces and any other context related to IFM-SEI work.

Representation and responsibility

All volunteers represent IFM-SEI in their role and do not represent their IFM-SEI member organisation, nor any other organisation with which they may work or volunteer.

IFM-SEI recognises that volunteers may hold multiple roles in political, educational or voluntary contexts. Volunteers must clearly distinguish when they are acting on behalf of IFM-SEI and when they are not.

Respect of others

All volunteers must treat others with respect, dignity and care. IFM-SEI does not tolerate any form of:

- discrimination,

- harassment,
- victimisation,
- abuse.

Any such behaviour may lead to suspension or exclusion from IFM-SEI activities and/or the initiation of a disciplinary procedure involving the relevant IFM-SEI bodies and, where applicable, the member organisation.

Complaints related to discrimination, harassment, victimisation or abuse must be addressed through the complaints procedure outlined below.

Responsibilities

Volunteers are expected to fulfil their responsibilities as outlined in their role description with integrity, accountability and respect towards other volunteers, members and the organisation, and in line with IFM-SEI's aims and principles.

Elected representatives are responsible for the strategic and political direction of the organisation. Volunteers are expected to work cooperatively with members of the IFM-SEI secretariat, who are responsible for the day-to-day operational functioning of the movement.

Periods of absence

IFM-SEI acknowledges that volunteers contribute their time on a voluntary basis and that other life commitments may arise.

If a volunteer needs a period of absence, this should be communicated openly to the President, Secretary General and/or a member of the secretariat, as appropriate. Volunteers are not required to disclose personal reasons for their absence, and any information shared will be treated confidentially.

The volunteer and the designated contact person should agree on:

- the expected duration of the absence,
- how communication will be managed during this period, and
- how tasks will be temporarily or permanently reassigned if necessary.

Conduct during activities

Volunteers are expected to be positive role models for participants and other volunteers and to act in a responsible and caring manner during IFM-SEI activities. Volunteers have a responsibility to contribute to a safe, inclusive and supportive environment and to act when they become aware of situations that may put participants or others at risk.

In particular, volunteers are expected to:

- be punctual and present for activities and sessions,

- actively engage in activities,
- limit the use of laptops and mobile phones to matters directly related to the activity.

Exceptions may apply in exceptional circumstances, such as crises, agreed parallel responsibilities, or the need to provide one-to-one support to participants.

Volunteers must be aware of their position of power and influence and are expected to respect the rules, codes of conduct and safeguarding measures established for each IFM-SEI activity.

In this context, volunteers must not engage in romantic or sexual relationships with participants during the activity concerned.

Volunteers are expected to behave responsibly and to ensure that their behaviour does not compromise the safety, wellbeing or participation of others. Being under the influence of alcohol or other substances in a way that affects the activity, care of others or safety is not acceptable. These expectations also apply during informal or social moments linked to the activity.

Volunteers are also expected to comply with applicable local laws and regulations during IFM-SEI activities and representations

Conflict of interest

Volunteers are expected to avoid personal, financial or other interests that could compromise, or appear to compromise, their ability to fulfil their role.

Any actual or potential conflict of interest must be disclosed as soon as it becomes apparent, and at the latest at the start of a meeting or process. Appropriate steps will then be taken to remove the volunteer from decisions or actions affected by the conflict.

Members of the Presidium and Control Commission are expected to act in line with [IFM-SEI's Conflict of Interest Policy](#) and to cooperate fully with any measures taken to manage or mitigate such conflicts.

Training and mentoring

IFM-SEI promotes training and mentoring as part of volunteer development. Volunteers are encouraged to identify relevant opportunities in line with organisational priorities, available budget and the discretion of the IFM-SEI leadership team and budget holders.

All IFM-SEI volunteers, as well as members of the secretariat, are required to undertake Anti-Racism training as established in IFM-SEI's Anti-Racism Policy.

Reimbursement and expenses

Reimbursements must be agreed in advance. All claims must:

- be submitted using the official IFM-SEI expenses claim form,

- include relevant receipts, and
- be submitted within 30 days of the activity.

Alcoholic drinks are not reimbursed by IFM-SEI. Reference prices apply to many activities; reimbursements will not exceed these amounts.

For prepaid tickets:

- any excess cost above the reference price must be reimbursed to IFM-SEI,
- unused or cancelled tickets must be reimbursed in full and claimed on personal insurance where applicable.

Invoices unpaid after 30 days may be billed to the volunteer's member organisation.

If a volunteer's member organisation has outstanding membership fees or project-related debts, the corresponding amount may be deducted from reimbursements or requested directly.

Tourism

Any time spent in a country before or after an IFM-SEI activity is the responsibility of the volunteer.

Volunteers may extend their trip for tourism purposes for up to a maximum of four (4) days, either before or after the activity. This extension must be approved in advance by the IFM-SEI Secretariat.

In all cases, the cost of the transportation must be equal to or lower than the cost of the transport that would have been incurred if the volunteer travelled only for the official activity dates. Any additional costs derived from the extension are fully borne by the volunteer.

Communication

Volunteers must respect work-life balance and other commitments.

- Email and face-to-face communication (whether in person or online) are the primary means of communication.
- Messaging applications and phone calls should be used with awareness of others' availability and need for downtime.
- Volunteers should set an out-of-office reply when unavailable for extended periods.

When using personal social media channels, volunteers should ensure that their behaviour does not harm IFM-SEI's reputation or contradict its values and principles.

Task management and deadlines

Volunteers are responsible for:

- updating tasks in line with their responsibilities,
- respecting agreed deadlines, and

- communicating proactively if delays occur.

Volunteers should be aware of the potential impact of missed deadlines on activities and the organisation as a whole.

House style

All outward-facing communication must follow IFM-SEI's house style.

- Font: Trebuchet, size 11
- Official colour: CC3333

Volunteers using IFM-SEI email addresses must use the standard signature and logo. Communication should be professional, clear, concise and accessible, bearing in mind that many audiences are non-native speakers.

Confidentiality

All volunteers are bound by the IFM-SEI Confidentiality Agreement. Confidential information must not be shared outside IFM-SEI without appropriate authorisation. This obligation continues after the end of the volunteer role.

Breaches of confidentiality are considered serious violations and may result in disciplinary action.

Complaints procedure

IFM-SEI is committed to fair and transparent handling of complaints.

Where an issue cannot be resolved informally, complaints must be submitted in writing to:

- a member of the IFM-SEI leadership team (President, Vice-President, Secretary General),
- the Chair of the Control Commission, and/or
- a member of the IFM-SEI secretariat.

Complaints must describe the circumstances clearly and factually, including dates, times and witnesses where relevant. The matter will be reviewed by the appropriate IFM-SEI body, taking into account conflicts of interest.

Disciplinary actions

The IFM-SEI leadership team may take disciplinary action in cases of repeated or intentional breaches of this Code of Conduct. Measures will depend on the severity, impact and frequency of the misconduct.

Where the complaint involves the Leadership Team, the Control Commission shall act as the competent and reviewing body, in line with IFM-SEI statutes.

Agreement

I confirm that I have read and understood this Code of Conduct and agree to comply with its provisions.

Name of volunteer:

Role:

Signature:

Date: