

GOVERNANCE & POLICIES



POLICY

Volunteer Code of Conduct

Adopted by the Board of Directors

25th May 2026

KENT WITH UKRAINE LTD
www.kentwithukraine.co.uk

Volunteer Code of Conduct

Kent With Ukraine's Code of Conduct for Volunteers was updated and approved by our Board of Directors on 25th May 2026.

This Code of Conduct Applies to: All Kent With Ukraine volunteers, representatives, unpaid advisers, mission participants, interns, secondees and anyone acting on behalf of Kent With Ukraine

Review date: This policy will be reviewed annually, or sooner following any serious incident, safeguarding concern, funder requirement or material change in operations. The last review took place in May 2026.

1. Purpose

Kent With Ukraine exists to support Ukraine's resilience, recovery and long-term partnership with the United Kingdom through humanitarian action, civic partnership, veterans' support, institutional cooperation and community engagement.

This Code of Conduct sets out the standards of behaviour expected from every person volunteering with or representing Kent With Ukraine. It is designed to protect beneficiaries, partners, volunteers, staff, donors, public bodies, Ukrainian institutions and the reputation of Kent With Ukraine.

All volunteers are expected to act with integrity, professionalism, respect, accountability and care at all times. As an NGO that often works with Government Organisations and Municipalities we subscribe fully to the Nolan Principles of Public Life and therefore all Kent With Ukraine volunteers and representatives are required to follow these principles.

2. Scope of Code

This Code applies whenever a volunteer is:

- carrying out duties for Kent With Ukraine;
- attending meetings, events, aid collections, missions, delegations or public engagements;
- communicating with beneficiaries, donors, public officials, partner organisations or members of the public;
- using Kent With Ukraine's name, logo, email accounts, social media channels, equipment, vehicles or documentation;
- travelling in the UK, Ukraine or any third country in connection with Kent With Ukraine;
- participating in online groups, WhatsApp groups, fundraising activity or public communications linked to Kent With Ukraine.

Volunteers must not claim to represent Kent With Ukraine unless expressly authorised to do so.

3. Core Standards of Behaviour

All volunteers must:

- Act honestly, lawfully (in whatever jurisdiction they are operating in) and in good faith;
- treat all people with dignity, fairness and respect;
- uphold the humanitarian purpose and reputation of Kent With Ukraine;
- follow all lawful instructions, policies, security briefings and safeguarding procedures;
- respect Ukrainian sovereignty, institutions, communities, culture and lived experience;
- uphold British values and the rules-based international order.
- avoid behaviour that could bring Kent With Ukraine, its partners or donors into disrepute;
- use resources responsibly and only for approved purposes;
- report concerns, risks, misconduct or safeguarding issues promptly;
- protect confidential, personal, sensitive and operational information;
- act in a way that is conflict-sensitive, trauma-informed and respectful of those affected by war.

4. Safeguarding and Protection from Harm

Kent With Ukraine has zero tolerance for abuse, exploitation, harassment, bullying, neglect or misuse of power.

Volunteers must take all reasonable steps to protect from harm anyone who comes into contact with Kent With Ukraine's work, including children, adults at risk, veterans, displaced people, host families, Ukrainian partners, staff, volunteers and members of the public.

Volunteers must:

- follow Kent With Ukraine's safeguarding policy and reporting procedures;
- immediately report any safeguarding concern, allegation or suspicion;
- never ignore, dismiss or conceal concerns;
- never investigate safeguarding concerns themselves unless formally authorised;
- maintain appropriate boundaries with beneficiaries and vulnerable people;
- avoid one-to-one unsupervised contact with children or adults at risk unless specifically authorised and risk assessed;
- avoid creating dependency, favouritism or personal relationships that could compromise safeguarding;
- ensure all engagement with beneficiaries is voluntary, respectful and informed;
- protect the dignity, privacy and agency of people affected by war, trauma, disability, injury or displacement.

Any concern involving immediate risk of harm must be escalated without delay to the designated safeguarding lead and, where appropriate, to emergency services, statutory agencies or relevant Ukrainian authorities.

5. Sexual Exploitation, Abuse and Harassment

Kent With Ukraine prohibits all forms of sexual exploitation, sexual abuse and sexual harassment.

Volunteers must not:

- engage in sexual activity with anyone under the age of 18, regardless of the local age of consent;
- exchange money, employment, aid, transport, accommodation, gifts, access, influence or assistance for sexual activity or sexual favour;
- form sexual or intimate relationships with beneficiaries where there is a power imbalance;
- make sexual comments, jokes, gestures or advances;
- share sexual images or content in Kent With Ukraine settings or communications;
- abuse their position, access or influence for sexual purposes.

Any breach may result in immediate removal from Kent With Ukraine activities and referral to police, safeguarding authorities, funders, regulators or other relevant bodies.

7. Humanitarian Conduct and Conflict Sensitivity

Kent With Ukraine works in the context of Russia's illegal war against Ukraine. Volunteers must conduct themselves with particular care, discipline and sensitivity.

Volunteers must:

- respect the authority of Ukrainian national, regional, municipal and emergency authorities;
- avoid any conduct that could place Ukrainian partners, civilians, volunteers or officials at risk;
- avoid political, military or operational commentary that could compromise safety;
- never disclose aid routes, delivery schedules, sensitive locations, military positions, security arrangements or partner vulnerabilities without authorisation;
- avoid "war tourism", reckless travel or unauthorised visits to high-risk locations;
- comply fully with all security advice, curfews, movement restrictions and local laws;
- behave respectfully at memorials, cemeteries, destroyed sites, hospitals, schools, veteran centres and places of trauma;
- ensure aid distribution is fair, needs-based, transparent and free from discrimination or favouritism.

Volunteers must not use the suffering of civilians, veterans or displaced people for personal publicity, fundraising advantage or social media attention.

8. Equality, Respect and Non-Discrimination

Kent With Ukraine expects all volunteers to contribute to a respectful and inclusive environment.

Volunteers must not discriminate, harass, bully or victimise anyone on the basis of age, disability, sex, race, nationality, ethnic origin, religion or belief, sexual orientation, gender reassignment, marriage or civil partnership, pregnancy or maternity, veteran status, displacement status, injury, political opinion or any other protected or personal characteristic.

Volunteers must:

- use respectful language;
- listen to and value Ukrainian partners and communities;
- avoid stereotypes, patronising language or assumptions;
- challenge inappropriate behaviour where safe to do so;
- report bullying, harassment, discrimination or abuse of authority.

9. Integrity, Anti-Fraud, Bribery and Corruption

Kent With Ukraine expects the highest standards of integrity in all activities.

Volunteers must not:

- offer, request, accept or facilitate bribes, kickbacks, improper payments or personal benefits;
- misuse donations, equipment, vehicles, funds, documents or aid supplies;
- falsify receipts, records, mileage claims, delivery notes, beneficiary lists or monitoring information;
- divert aid to unauthorised recipients;
- use Kent With Ukraine relationships for personal financial gain;
- engage in fraud, theft, deception, extortion, money laundering or tax evasion;
- knowingly work with individuals or organisations involved in corruption, exploitation, trafficking, sanctions evasion or organised crime.

Any suspected fraud, bribery, corruption, theft, diversion of aid or financial irregularity must be reported immediately.

10. Gifts, Hospitality and Personal Benefit

Volunteers may accept modest gifts and hospitality.

Volunteers must not accept gifts, hospitality or favours that could influence, or appear to influence, their judgement.

Small tokens of appreciation may be accepted only where refusal would cause offence and where the gift is modest, transparent and declared.

Cash, expensive gifts, personal payments, favours, travel benefits or preferential treatment must not be accepted.

All gifts or hospitality valued over £75 and connected to Kent With Ukraine activity must be declared to the designated officer or project lead.

11. Conflicts of Interest

Volunteers must avoid actual, potential or perceived conflicts of interest.

A conflict may arise where a volunteer, family member, employer, business, political associate or connected organisation could benefit from Kent With Ukraine decisions, procurement, funding, partnerships, recruitment, publicity or access.

Volunteers must:

- declare conflicts of interest promptly;

- withdraw from decisions where impartiality may be compromised;
- never influence procurement, recruitment, grant-making or partnership decisions for personal benefit;
- never use confidential information gained through Kent With Ukraine for private advantage.

Failure to declare a conflict of interest may be treated as misconduct.

12. Use of Funds, Donations and Aid

All funds, donations and aid items must be used only for authorised charitable purposes.

Volunteers must:

- keep accurate records of donations, collections, deliveries and expenditure;
- follow approved procedures for handling cash, goods, equipment and receipts;
- ensure restricted donations are used only for the purpose specified by the donor;
- obtain approval before committing Kent With Ukraine to expenditure;
- never sell, exchange, divert, lend or personally retain donated goods;
- protect donated items from loss, damage, theft or misuse;
- support transparent monitoring, audit and reporting.

Where public money, donor funds or grant-funded resources are involved, volunteers must comply with all relevant funder rules, procurement requirements and reporting standards.

13. Data Protection and Confidentiality

Volunteers may have access to personal, sensitive, operational, financial or partner information.

Volunteers must:

- handle personal data lawfully, fairly and securely;
- collect only the information necessary for an approved purpose;
- never share personal data through insecure channels unless authorised;
- protect beneficiary lists, donor records, contact details, photographs, travel plans and partner information;
- not disclose confidential information during or after their volunteering;
- immediately report any suspected data breach, loss of documents, hacked account or accidental disclosure.

Special care must be taken with information relating to children, displaced people, veterans, injured persons, military personnel, medical needs, trauma, disability, location data and Ukrainian institutional partners.

14. Communications, Media and Social Media

Volunteers must not speak publicly on behalf of Kent With Ukraine unless authorised.

Volunteers must:

- obtain approval before issuing statements, press comments or public claims on behalf of Kent With Ukraine;
- ensure posts are accurate, respectful and do not exaggerate impact;
- avoid disclosing sensitive operational details, aid routes, security information or partner vulnerabilities;
- avoid inflammatory, discriminatory or abusive language;
- respect the dignity and consent of people shown in photographs, videos or stories;
- make clear when expressing personal views;
- not use Kent With Ukraine branding for unauthorised campaigns, fundraising, political statements or commercial activity.

Volunteers should remember that online behaviour can affect the safety, credibility and reputation of Kent With Ukraine and its partners.

15. Political Neutrality and Public Representation

As a NGO we are a proudly independent and politically neutral organisation.

Kent With Ukraine may engage with elected representatives, government bodies, public institutions and civic leaders in the UK and Ukraine. Volunteers must ensure that such engagement supports the organisation's charitable and humanitarian purposes.

Volunteers must not:

- use Kent With Ukraine to promote a personal political campaign;
- imply organisational endorsement of a party-political position without authority;
- use aid, access or partnerships for political patronage;
- make unauthorised commitments to public bodies, officials, embassies, ministries, local authorities or donors.
- seek to interfere with the domestic political situation in Ukraine or influence the outcomes of elections.

Volunteers with political roles or affiliations must take particular care to separate personal political activity from Kent With Ukraine activity.

16. Health, Safety, Security and Duty of Care

Volunteers must take reasonable care of their own health and safety and that of others.

Volunteers must:

- follow risk assessments, safety briefings and emergency procedures;
- report accidents, near misses, injuries, threats or security incidents;
- use vehicles, equipment and protective items responsibly;
- not undertake tasks for which they are not trained or authorised;
- not travel to Ukraine or other operational areas on behalf of Kent With Ukraine without formal approval;
- not place themselves or others at unnecessary risk;
- follow medical, insurance, security and travel requirements;
- comply with local laws, border rules, customs procedures and documentation requirements.

Volunteers must not carry weapons, military equipment or prohibited items while acting on behalf of Kent With Ukraine unless explicitly authorised by law and organisational policy.

Volunteers must not consume alcohol in a way that impairs judgement, safety, driving, safeguarding or public confidence.

The use of non-medically prescribed drugs is strictly prohibited. Volunteers found to be using drugs will face immediate dismissal.

17. Working with Partners

Kent With Ukraine works with Ukrainian institutions, civil society organisations, donors, businesses, local authorities, schools, faith groups and community partners.

Volunteers must:

- treat partners with professionalism and respect;
- honour agreed roles, boundaries and protocols;
- avoid making promises that Kent With Ukraine has not approved;
- raise concerns about partner conduct through appropriate channels;
- support transparency, accountability and mutual trust;
- recognise that Ukrainian partners are not passive recipients of support but equal partners in resilience and recovery.

18. Recruitment, Screening and Training

Volunteers may be required to complete recruitment checks, references, identity checks, safeguarding screening, DBS checks, security briefings, role-specific training or declarations of suitability depending on the nature of their role.

Volunteers must provide accurate information during recruitment and must disclose any matter that could affect their suitability, including relevant criminal convictions, safeguarding restrictions, conflicts of interest or previous dismissal from a role involving misconduct.

Failure to provide accurate information may result in removal from volunteering duties.

19. Reporting Concerns and Whistleblowing

Volunteers have a responsibility to report concerns promptly. Concerns may include:

- safeguarding concerns;
- sexual exploitation, abuse or harassment;
- fraud, bribery, corruption or theft;
- misuse or diversion of aid;
- bullying, harassment or discrimination;
- unsafe practice;
- data breaches;
- conflicts of interest;
- reputational or security risks;
- conduct that may breach this Code.

Reports should be made to the designated line manager, safeguarding lead, director or whistleblowing contact. Where a volunteer believes a concern has not been properly addressed, or where there is a risk of serious harm, they may escalate the matter to appropriate statutory agencies, regulators, funders or law enforcement.

Kent With Ukraine will not tolerate retaliation against anyone who raises a genuine concern in good faith.

20. Breaches of this Code

Breaches of this Code may result in:

- informal guidance or retraining;
- removal from a specific activity;
- suspension from volunteering;
- termination of the volunteering relationship;
- recovery of property, documents or funds;
- referral to police, safeguarding authorities, regulators, donors or other relevant bodies;
- notification to partner organisations where necessary to protect people or public funds.

Serious breaches include, but are not limited to, safeguarding failures, abuse, exploitation, harassment, fraud, theft, bribery, aid diversion, deliberate misuse of confidential information, unauthorised travel in conflict-affected areas, or conduct that places others at risk.

When a complaint is raised under this Code of Conduct, the Directors and Head of Mission will meet to determine if a breach has taken place and what action should be taken. The decision that they reach is final and without appeal.

21. Volunteer Declaration

All volunteers will be mandated to sign that they will adhere and subscribe to the Kent With Ukraine Volunteer Code of Conduct Above. Copies of these declarations will be maintained by the Head of Mission and Directors.

Volunteers will be asked to sign, confirming that:

They have read, understood and agree to follow the Kent With Ukraine Volunteer Code of Conduct.

They understand that they are expected to uphold the highest standards of behaviour while volunteering with or representing Kent With Ukraine.

They understand that any breach of this Code may result in removal from Kent With Ukraine activities and, where appropriate, referral to relevant authorities.