

Code of Conduct for Users of the VolEver Mobile Application

This Code of Conduct applies to all users of the VolEver application, including both volunteers and beneficiaries. It is based on shared values of respect, safety, confidentiality, and mutual support. By using the application, you agree to follow these principles during your participation in the program.

1. Respect and Dignity

- Treat every person with respect, regardless of their background, language, religion, gender, or beliefs.
- Respect each other's time, personal boundaries, and the need for privacy, quiet, or personal space — both in physical and online interactions. (space.)
- Use polite and inclusive language in all forms of communication.

2. Non-Discrimination and Equal Access

- All users have the right to equal access to the forms of assistance offered through the platform.
- The application is designed to support people from Ukraine affected by the conflict. All individuals who meet the eligibility criteria for participation are guaranteed equal and non-discriminatory access to the services.
- We are committed to ensuring that all eligible beneficiaries are supported fairly and inclusively.

3. Safety and Responsibility

- Prioritize safety in all interactions and activities.
- Do not engage in any form of violence, exploitation, discrimination, or harassment.
- Volunteers must never pressure or manipulate beneficiaries; beneficiaries must treat volunteers with the same respect.
- In case of emergency, or if you feel unsafe, contact your coordinator or the responsible organization immediately.
- All users must promptly report to the coordinator any cases, suspicions, or risks of exploitation, abuse, harassment, or other inappropriate conduct that occur during participation in program activities. Such reports will be handled confidentially, respectfully, and in accordance with applicable laws.

4. Confidentiality and Privacy

- Do not share personal information about others without their permission.
- Users should be aware that sharing personal data, particularly contact details, can be risky. We recommend that users communicate primarily through the application, especially for short-term needs. Please do not misuse the chat function to obtain others' contact information outside of the application.

- Respect the confidentiality of stories, experiences, and data shared through the platform.
- Any photos, videos, or information may only be shared if there is explicit consent.

5. Ethics and Appropriate Boundaries

- Volunteers are not expected or allowed to provide legal, psychological, or medical advice. This means they should avoid interpreting laws, giving mental health counselling, or suggesting medical treatments. Instead, they are encouraged to refer users to professionals or coordinators.
- Avoid becoming emotionally or financially dependent on each other.
- Do not make promises you cannot keep.
- Respect cultural differences and avoid imposing your views.
- Refrain from any involvement in criminal or unethical activities.
- Never request or accept money, gifts, employment, or personal favors in exchange for support.
- Never misuse your role, position, or authority to gain advantages or manipulate others.

6. Protection from Sexual Exploitation and Abuse (PSEA)

- Sexual exploitation and sexual abuse are strictly prohibited and constitute serious violations of ethical and legal standards.
- Sexual exploitation refers to any actual or attempted abuse of a person's vulnerability, position of power, or trust for sexual purposes.
- Sexual abuse refers to any actual or threatened sexual activity carried out by force, coercion, or in conditions of inequality.
- The partner organizations treat all complaints regarding sexual misconduct by volunteers or users with the utmost seriousness, especially when directed against beneficiaries of the assistance.
- Any suspicions or incidents must be immediately reported to the coordinator. Confidentiality and protection of affected persons will be ensured.

7. Communication and Feedback

- **Report** any issues, misunderstandings, or conflicts to your coordinator.
- **Be honest and realistic.** Avoid making promises that cannot be kept. Be transparent about what kind of support is available and what is beyond the scope of the program.
- **Use clear and accessible language.** Communicate in a way that is easy to understand for everyone. Avoid technical or confusing terminology, and be aware of potential language or cultural barriers.
- Be willing to **receive feedback** and use it to improve your cooperation.

- All users are encouraged to take care of their physical and mental well-being and to reach out to the coordinating organization if their participation in activities causes excessive stress or emotional strain.
- **Stay in contact with your coordinator.** Keep regular communication with your coordinator, especially in case of any doubts, changes, problems, or if support is needed. Make use of supervision sessions or other support tools offered by the organization to reflect on your experience and address any emotional or practical challenges.

8. Use of the Application

- Use the app for its intended purpose: to connect people in a spirit of voluntary support and collaboration.
- Do not use the app for promotion, recruitment, commercial activities, or any form of exploitation.
- Respect the platform's moderation and the decisions of the coordinating organizations.

9. Ending Cooperation

- Either side can decide to end cooperation at any time. Please inform your coordinator respectfully and in advance if possible.
- When cooperation ends, respect the privacy and dignity of the person you worked with. The obligation to maintain confidentiality regarding personal data and any internal information learned through participation in the volunteer program continues even after your involvement has ended.

Violations

- Violating this Code may result in temporary or permanent removal from the application. Serious misconduct may be reported to the authorities.
- If you are unsure whether a behavior or action is appropriate, contact your coordinator.

“We are here to build a safe, inclusive, and respectful space —
Thank you for being part of it.”