



Bellosguardo Foundation Volunteer Code of Conduct

Volunteers are the heart of Bellosguardo Foundation. Your participation is essential a positive Guest experience. Thank you for helping us care for the House and Campus and sharing they the history of the Clarks and their Bellosguardo.

The purpose of the Code of Conduct for volunteers is to set expected standards of behavior. All volunteers should ensure that they have read, agree to, and comply with this Code of Conduct.

Volunteers will maintain the highest standards of behavior in the performance of their duties by:

- Following Bellosguardo Foundation's policies and procedures as well as any instructions or directions reasonably given;
- Acting honestly, responsibly and with integrity;
- We have a strict no-gossip policy and prohibit negative or disparaging comments or criticisms about anyone; including creating, and sharing or repeating a rumor about another person;
- Treating others with fairness, equality, dignity, and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with Bellosguardo Management;
- Providing sufficient notice when you are going to be late or unavailable so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of Bellosguardo Foundation and that enhances the work of the Foundation;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health, and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Directing any questions regarding Bellosguardo Foundation's policies, procedures, support, or supervision to Bellosguardo Management;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with Bellosguardo Management;
- Declaring any interests that may conflict with their role or the work of the Bellosguardo Foundation business interests. If any doubt arises as to what

constitutes a conflict of interest, volunteers may seek guidance from Bellosguardo Management;

- Exercising caution and care with any assets belonging to the House including equipment, documents, material, or devices.
- Maintaining an appropriate standard of “business casual” dress and personal hygiene;
- Disclosing the fact that they have been charged with or convicted of a criminal offense by prosecuting authorities to Bellosguardo Management.

Volunteers are expected NOT to:

- Communicate externally on behalf of the Bellosguardo Foundation and programs, etc. or publish written information on behalf of the Foundation.
- Bring Bellosguardo Foundation into disrepute (including through the use of email, social media, and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits, or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of Bellosguardo Foundation, its volunteers, employees, or trustees;
- Engage in any activity that may damage the property;
- Take unauthorized possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with Bellosguardo Foundation ends, confidential information gained during their role with Bellosguardo Foundation.

Thank you for treating all our guests with discretion and respect. At Bellosguardo Foundation, we frequently have VIP and famous visitors. It’s one of our goals to protect their privacy during their experience, we customarily inform staff widely.

Please follow these expectations around all visitors, including VIPs and celebrities:

- NEVER photograph visitors unless they request it. For example, when asking for a group photo.
- If you hear of or see celebrity or VIP guests on campus (or are made aware of their reservation before or after their visit), you must refrain from approaching them and interacting, unless you are asked a question or invited to participate in some way.

- If anyone from the media or otherwise asks you to comment on visitors or about VIP guests, please simply say “no comment” and Bellosguardo Management.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of Bellosguardo Foundation’s other policies and procedures this may result in the volunteer’s position being terminated. Volunteers should note that Bellosguardo Foundation may terminate a volunteer’s position without cause. Volunteers acknowledge that no employment relationship is created in the context of their role with Bellosguardo Foundation.

The Bellosguardo Management is responsible for ensuring that this policy is implemented effectively.

All other staff and volunteers, including trustees, are expected to facilitate this process.

Name (Printed): _____

Signature: _____

Date: _____