

# AMERICAN RED CROSS CODE OF CONDUCT

## Introduction

The American Red Cross is a charitable not-for-profit organization dedicated to providing service to those in need. The American Red Cross has traditionally demanded and received the highest ethical performance from its volunteers and paid staff. In an effort to maintain the high standard of conduct expected and deserved by the American public and to enable the organization to continue to offer services required by those in need, the American Red Cross operates under the following Code of Conduct, applicable to all paid and volunteer staff.

## Code of Conduct

No paid or volunteer staff member shall:

- a. Authorize the use of or use for the benefit or advantage of any person, the name, Emblem, endorsement, services, or property of the American Red Cross.
- b. Accept or seek, on behalf of himself or any other person, any financial advantage or gain of other than nominal value which may be offered as a result of the volunteer's or paid staff's affiliation with the American Red Cross.
- c. Publicly utilize any American Red Cross affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official position of the American Red Cross.
- d. Disclose any confidential American Red Cross information that is available solely as a result of the volunteer's or paid staff member's affiliation with the American Red Cross to any person not authorized to receive such information, or use to the disadvantage of the American Red Cross any such confidential information, without the express authorization of the American Red Cross.
- e. Knowingly take any action or make any statement intended to influence the conduct of the American Red Cross in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- f. Operate or act in any manner that is contrary to the best interests of the American Red Cross.

In the event that the volunteer's or paid staff's obligation to operate in the best interests of the American Red Cross conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the American Red Cross upon becoming aware of it, shall absent himself or herself from the room during deliberations on the matter, and shall refrain from participating in any decisions or voting in connection with the matter.



## THE FUNDAMENTAL PRINCIPLES OF THE INTERNATIONAL RED CROSS MOVEMENT

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### HUMANITY

THE INTERNATIONAL RED CROSS MOVEMENT, BORN OF A DESIRE TO BRING ASSISTANCE WITHOUT DISCRIMINATION TO THE WOUNDED ON THE BATTLEFIELD, ENDEAVOURS, IN ITS INTERNATIONAL AND NATIONAL CAPACITY, TO PREVENT AND ALLEVIATE HUMAN SUFFERING WHEREVER IT MAY BE FOUND. ITS PURPOSE IS TO PROTECT LIFE AND HEALTH AND TO ENSURE RESPECT FOR THE HUMAN BEING. IT PROMOTES MUTUAL UNDERSTANDING, FRIENDSHIP, CO-OPERATION AND LASTING PEACE AMONGST ALL PEOPLES.

### IMPARTIALITY

IT MAKES NO DISCRIMINATION AS TO NATIONALITY, RACE, RELIGIOUS BELIEFS, CLASS OR POLITICAL OPINIONS. IT ENDEAVOURS TO RELIEVE THE SUFFERING OF INDIVIDUALS BEING GUIDED SOLELY BY THEIR NEEDS, AND TO GIVE PRIORITY TO THE MOST URGENT CASES OF DISTRESS

### NEUTRALITY

IN ORDER TO CONTINUE TO ENJOY THE CONFIDENCE OF ALL, THE MOVEMENT MAY NOT TAKE SIDES IN HOSTILITIES OR ENGAGE AT ANY TIME IN CONTROVERSIES OF A POLITICAL, RACIAL RELIGIOUS OR IDEOLOGICAL NATURE

### INDEPENDENCE

THE MOVEMENT IS INDEPENDENT. THE NATIONAL SOCIETIES, WHILE AUXILIARIES IN THE HUMANITARIAN SERVICES OF THEIR GOVERNMENTS AND SUBJECT TO THE LAWS OF THEIR RESPECTIVE COUNTRIES, MUST ALWAYS MAINTAIN THEIR AUTONOMY SO THAT THEY MAY BE ABLE TO ACT IN ACCORDANCE WITH THE PRINCIPLES OF THE MOVEMENT.

### VOLUNTARY SERVICE

IT IS A VOLUNTARY RELIEF MOVEMENT NOT PROMPTED IN ANY MANNER BY DESIRE FOR GAIN.

### UNITY

THERE CAN BE ONLY ONE RED CROSS SOCIETY IN ANY ONE COUNTRY. IT MUST BE OPEN TO ALL. IT MUST CARRY ON ITS HUMANITARIAN WORK THROUGHOUT ITS TERRITORY.

### UNIVERSALITY

THE INTERNATIONAL RED CROSS MOVEMENT, IN WHICH ALL SOCIETIES HAVE EQUAL STATUS AND SHARE EQUAL RESPONSIBILITIES AND DUTIES IN HELPING EACH OTHER IS WORLDWIDE.

## Office of Volunteers

AMERICAN RED CROSS  
CENTRAL MARYLAND CHAPTER  
GREATER CHESAPEAKE AND POTOMAC BLOOD SERVICES REGION  
OFFICE OF VOLUNTEERS

## "NO HARASSMENT" POLICY

**I. PURPOSE**

The purpose of this policy is to provide and preserve a work environment for all employees and volunteers which is free from intimidation, offensiveness, hostility or any other form of harassment in the workplace.

**II. SCOPE**

This policy applies to all Chapter/Region volunteers, supervisors, managers, volunteer contractors, vendors, donors, clients, and visitors.

**III. POLICY**

The Chapter/Region does not and will not tolerate harassment of our volunteers, etc. The term "harassment" includes, but is not limited to, slurs, jokes, and other verbal, graphic or physical conduct relating to an individual's race, color, sex, sexual preference, religion, national origin, citizenship, age, veteran status or disability. Sexual harassment refers to unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

**VIOLATION OF THIS POLICY WILL SUBJECT AN EMPLOYEE OR VOLUNTEER TO DISCIPLINARY ACTIONS, UP TO AND INCLUDING DISCHARGE.**

**IV. DEFINITIONS**

- A. Equal Opportunity The Chapter/Region's Equal Opportunity Policy provides equal volunteer opportunity for its volunteers regardless of race, color, sex, religion, national origin, marital status, political belief, veteran status, or disability that does not prohibit performance of essential job functions. Equal opportunity applies to conditions of volunteerism, such as assignment, training, promotion and re-assignment.
- B. Sexual Harassment Sexual harassment, a form of sex discrimination, is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:
1. submission to such conduct is made either explicitly or implicitly a term or condition of volunteer assignment;
  - or
  2. submission to or rejection of such conduct by an individual is used as the basis for assignment decisions affecting the individual;
  - or
  3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, offensive, or hostile environment.
- C. Quid Pro Quo (Something for something) Selective or assignment decisions that are conditioned on a volunteer's acceptance or rejection of unwelcome sexual behavior.

- D. Hostile Work Environment Unwelcome sexual or sexual behavior that creates an intimidating, offensive or hostile work environment and that adversely affects a volunteer's ability to do his/her work.

## V. RESPONSIBILITY

- A. All volunteers are expected to know and abide by the "No Harassment" Policy to assure a work environment free from intimidation, offensiveness, hostility or any other form of harassment in the workplace.
- B. All volunteers are expected to sign a statement at the time of their orientation that they have read and understand the Chapter/Region's "No Harassment" Policy.
- C. All volunteers are expected to attend the Chapter/Region's Orientation Program on Sexual harassment.
- D. Any volunteer who believes he/she is the target of sexual harassment may:
1. let the offender know clearly (orally or in writing) that you do not like the behavior and that you want it to stop. You may also state that you believe the "No Harassment" Policy is being violated, and that you are prepared to file a complaint, if the behavior continues;
- or
2. if addressing the matter directly with the person or persons involved does not resolve the problem, or if you feel it inappropriate or are uncomfortable bringing the matter to their attention, you may file a complaint with your supervisor, department manager, or the Human Resources Department.
- E. Supervisors, managers, and/or Human Resources managers, working together, are expected to investigate and resolve all such complaints in a timely manner. Appropriate corrective action, up to and including severance of relationship with the American Red Cross, will be taken upon conclusion of the investigation in which it is determined that a violation of this policy has occurred.

## VI. CONFIDENTIALITY

The Chapter/Region is committed to investigating fully all reported incidents of possible sexual harassment. Informal and formal complaints may involve witnesses or other volunteers who have experienced similar behavior, but only those with "a need to know" are included in the investigation process. We are committed to conducting the investigation as promptly and discretely as possible, in order to protect the privacy and rights of all concerned.

## VII. NO RETALIATION CLAUSE

Retaliation in response to an individual's report or complaint of a possible violation of the "No Harassment" Policy will not be tolerated. If it is determined that retaliation has occurred, corrective action up to and including severance of the relationship with the American Red Cross.

## VIII. PROCEDURES FOR INFORMAL AND FORMAL COMPLAINTS

Every effort should be made by the Chapter/Region to resolve sexual harassment complaints on an informal basis. However, if informal efforts are unsuccessful, formal procedures may be instituted which will allow both parties an opportunity to pursue resolution.

### A. Informal Procedure

1. An informal complaint, that one or more provisions of the "No Harassment" Policy have been violated, may be brought by any volunteer of the Chapter/Region to a supervisor, manager, and/or a Human Resources manager.

2. A supervisor or manager who receives a sexual harassment complaint must advise and consult with a Human Resources Manager.
3. An informal complaint is **oral**, not written.
4. The “Confidentiality” and “No Retaliation” sections of this policy apply to the informal complaint procedure.
5. A full investigation of the complaint will be conducted by Human Resources. The investigation may include talking with witnesses or others who have direct involvement or “a need to know.” Throughout the review, the persons involved will be advised of the progress of the review. The person accused will be afforded the opportunity to respond and provide additional information.
6. A resolution to the informal complaint shall be forthcoming within 30 working days from the date the incident was reported or as expeditiously as possible. If the resolution does not stop the harassment, the complainant may file a formal complaint.
7. A complaint found to have been malicious and/or intentionally dishonest in making allegations of unfair practices of discrimination or harassment of any kind will be subject to corrective action up to and including severance of relationship with the American Red Cross.

**B. Formal Procedure**

1. All conditions in the Informal Procedure apply to the Formal Procedure except that a formal complaint is written.
2. A formal complaint is stated in writing to the Human Resources Department and must be filed within 180 days of the date of the incident.
3. A Human Resources manager will guide the Formal Complaint Procedure through regular management channels to seek resolution starting with the volunteer’s supervisor or department manager. If the complaint is not satisfactorily resolved at this level, Human Resources will advise the respective senior manager of the complaint.
4. Throughout the review, the person accused will be advised of the progress of the review and be afforded the opportunity to respond and provide additional information. The review shall be **confidential** and extend to only those parties directly involved in the process. Possible outcomes of the review may include (1) a judgement that the allegation was not warranted; (2) an agreed upon resolution of the complaint; or (3) a finding that there is reason to believe that a violation of policy occurred.
5. Following the review, if an agreed upon resolution is not reached, the Human Resources manager shall submit the results of the review to the Chief Operating Officer or Chapter Executive Director for appropriate action which shall be considered final and binding for all parties.

**IX. POLICY APPROVAL**

This policy supersedes any and all previous Chapter/Region Volunteer No Harassment policies, procedures and practices. This policy is approved and effective November 30, 1993, Revised August 11, 2000.

AMERICAN RED CROSS  
CENTRAL MARYLAND CHAPTER

DRUG AND ALCOHOL-FREE WORKPLACE POLICY STATEMENT

It is the policy of the American Red Cross, Central Maryland Chapter, to maintain a workplace that is free from the effects of drug and alcohol abuse. The Red Cross will not tolerate any abuse of drugs or alcohol that imperils the health or well being of its staff, volunteers, or the customers it serves, threatens its operation, or compromises the safety of its products and services.

The Red Cross reserves the right to establish drug and alcohol search and screening procedures consistent with applicable laws, as deemed necessary. Implementation of these procedures would be established only with the joint and prior approval of the department head and the managing director of Human Resources at the regional level.

While on Red Cross property, or while performing Red Cross business, staff or volunteers are prohibited from the use of, abuse of, involvement in the manufacturing of, distribution of, or dispensation of illegal drugs or alcohol to the extent that it violates laws or negatively affects Red Cross activities, or adversely affects the reputation of the organization.

Depending upon the circumstances, violators of the aforementioned prohibitions will be subject to termination as volunteers of the Red Cross.