

## **Volunteer Code of Conduct**

1 – Never share a resident's personal information in our Neighbourhood WhatsApp groups or on our Facebook group. This includes even a residents' first name or door number. If the personal information isn't yours, do not share it unless in a private WhatsApp message or telephone call with someone from the BMA Admin Team where the information is required to give assistance to a resident or another volunteer.

2 – Always carry photographic ID when carrying out tasks for BMA. Once approved as a volunteer you will be issued with a BMA ID card but if you are yet to receive it, always carry your passport or driver's licence.

3 – Never enter a resident's property unless in an emergency, even if they ask, without explicit consent from the BMA Admin Team. This is to protect you as much as it is to protect the resident.