

Volunteer agreement

- Agreement on participation as a volunteer with Save the Children

Agreement appendix

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Time perspective

You are a volunteer with Save the Children as long as you volunteer in accordance with this agreement, or until you deregister as a volunteer. In the groups that have direct activities with children, one must commit to 6-12 months of voluntary services, unless otherwise agreed.

First meeting

When registering as a volunteer, we would like to get to know you better and you are therefore invited to take part in a conversation. In the conversation, you will become better acquainted with the organisation, the activity and what it requires. Save the Children will assess whether the activity is suitable for you, and you will have the opportunity to think through whether the activity is right for you.

Certificate of good conduct from the police

If you are going to participate in activities involving children, you must apply for a certificate of good conduct from the police and show this to Save the Children before starting the activity. Some crisis centres will also want to see a certificate of good conduct from the police before you start. If you are going to be part of a group at a crisis centre, you must also submit a picture of yourself so that the residents know who you are.

Training

As a volunteer, you will receive good training before starting your activity so that you are prepared and feel confident in your volunteer role. Everyone who volunteers with Save the Children must complete the e-learning course called 'Welcome to Save the Children'. Before starting their volunteer work, volunteers involved in activities with children must complete the e-learning course called "Introduction to Safeguarding", and a first aid course during the first year.

Ethical guidelines

Volunteers must follow Save the Children's ethical guidelines – see p. 3-4. When you sign the volunteer agreement, you confirm that you understand the ethical guidelines and that you will follow them.

Spokesperson role

We encourage you to get involved in Save the Children's campaigns.

If you wish to make public or political statements on behalf of Save the Children, please contact your regional office. As a result, we ensure that we are in accord regarding our message, which creates legitimacy, credibility and increased impact.

Safe organisation

As a volunteer, you should always be able to feel safe at Save the Children. If you or others experience something unpleasant, it is important that you notify us. Notify your contact person at

the regional office or send an e-mail to alert@reddbarna.no.

Save the Children's events and activities should be safe for everyone. We have a duty to prevent accidents from happening. As a volunteer, you must ensure safety and not create unnecessary risk to yourself or others. If you participate in activities involving children, you must carefully read the rules for safe activities – child safety (p. 6). You should also familiarise yourself with the contingency plan for volunteers and take it with you to activities.

If an adverse incident occurs during an activity or you are worried about a child, it is important that you report it as soon as possible. You do this by submitting a non-conformity form or by contacting the regional office.

Insurance and offers of guidance from a psychologist

During activities, volunteers at Save the Children up to the age of 75, are covered by accident insurance through Save the Children's insurance agreement. If challenging situations arise in volunteer work, Save the Children has agreements with psychologists who can support and guide volunteers.

Valuable experience and membership

To become a volunteer, you must be a member of Save the Children or Press. It gives you the right to influence the organisation and to participate in democratic member meetings.

As a volunteer with Save the Children, you will gain useful experience from the world's largest children's rights organisation. You get the opportunity to develop yourself, gain professional input and engage with others who are passionate about causes you care about.

Termination or breach of the volunteer agreement

If you no longer wish to be a volunteer, you can deregister by informing the regional office.

Save the Children may terminate its agreement with you as a volunteer if, after an assessment, you are not considered suitable to be a volunteer and/or if you are in breach of our guidelines or the volunteer agreement. In whistleblowing cases, Save the Children follows adopted guidelines.

Code of Conduct

for Save the Children Norway's employees, elected representatives, volunteers and members

Adopted by the Executive Board June 2016 | Last revised 11.12.2025

The original version of this document is the Norwegian version. If there are any significant discrepancies between the original and the English translation, the Norwegian version is leading as it is the approved version by the Executive Board of SCN.

Save the Children Norway's (SCN) Code of Conduct defines our ethical framework and helps ensure proper ethical practice in our organisation. The Code supports SCN's purpose: to fight for a world that fulfils all children's rights, as defined in the UN Convention on the Rights of the Child.

This Code of Conduct applies to you if you are an employee, elected representative, volunteer, and/or member of SCN (hereafter called a 'representative'). It applies to all work/voluntary work, and the performance of roles for the organisation. The Code of Conduct applies at all SCN's events and activities. It also applies online.

1. Respect for fellow humans and child safeguarding

SCN shall be a safe organisation for everyone. As an SCN representative, you must always know and follow SCN's Safeguarding Policy.

You must always treat others with dignity and respect, without bullying, discriminating, harassing, or exploiting. Racism is not accepted¹. You must respect other people's bodies, integrity, and boundaries. Sexual exploitation, abuse, and harassment are not accepted.

In SCN we have a particular responsibility for children's safety. You must always safeguard the best interest of the child, relate to children in a positive and dignified way, and show them respect. Children must never be put at risk nor harmed.

2. Understanding your role

You must be aware of the power and influence you may have in relation to others inside and outside of the organisation. Act as a positive role model. You must not misuse your role, position, or the trust others have in you.

3. Politically independent and religiously neutral

SCN is open to different beliefs and independent of political parties. When you carry out work for SCN, or work that may be understood as on behalf of SCN, you must therefore show political and religious neutrality.

¹ See SCN's DEI policy which outlines our work on diversity, equity, and inclusion.

This does not prevent you from being politically and/or religiously active in your free time.

4. Representation and travel

As a representative of SCN, you have a responsibility to uphold the organisation's trust and reputation.

When travelling on behalf of SCN, you must follow our safety procedures, Norwegian law, international human rights, and the host country's applicable laws and regulations. You must show cultural sensitivity. Be aware that you represent SCN from the start to the end of the trip and show moderation with alcohol.

5. Financial accountability

You must perform your work for SCN with integrity, without dishonest intent. SCN does not accept financial misconduct such as corruption or embezzlement.

You must handle SCN's resources and assets in a moderate and responsible manner.

When purchasing goods or services for SCN, you must follow our rules and act in line with SCN's interests and purpose.

You must not accept gifts, services, or benefits that may influence your role in SCN. Neither should you try to influence others in such a way. If you receive a gift through your work in SCN, you must consider whether

it is appropriate to accept it. Gifts worth more than NOK 500 must be given to SCN. You must not receive payment for tasks you do on behalf of SCN.

6. Conflict of interest

You must not take part in the handling or decision of issues where you are disqualified due to a conflict of interest. You are disqualified, among other things, when you, close family, and/or other close acquaintances have a personal interest in the decision to be made. Managers and central elected representatives in SCN must deliver a declaration of conflict-of-interest and are obliged to report any changes.

Decisions must always be made based on what is best for children and for SCN's purpose, not personal gain.

7. Sustainability, climate, and environment

You must take environmental responsibility in your work for SCN and choose the most sustainable options

possible when travelling, purchasing, and similar activities.

8. Confidentiality

You must handle confidential information appropriately and uphold your duty of confidentiality to avoid harm to the organisation, partners, and/or individuals. This also applies after your employment or your affiliation with SCN ends.

8. Alcohol and drugs

When performing work for SCN, you must not be under the influence of alcohol or drugs or be hungover. You may not use intoxicants when wearing clothing with a Save the Children logo. At events where alcohol is served, moderation must be shown, and if children are present, you must not drink alcohol. All member events must be alcohol-free from start to finish. Employees must familiarise themselves with SCN's AKAN policy.

If you are unsure about any of the content in this Code of Conduct – please contact your manager or contact person in SCN. Transparency ensures safety.

Reporting breaches of the Code of Conduct

SCN encourages everyone to report breaches or suspected breaches of our Code of Conduct. In this way, we can find out what has happened, help those affected, and prevent it from happening again. As a volunteer, elected representative, or employee you have a duty to report. You can report in the following ways:

- Through [the digital reporting form on Mittvarsel](#)
- By directly informing the whistleblowing manager
- Or by informing the CEO, a department director, or the Chair of the Executive Board directly

Volunteers and elected representatives may inform their contact person in SCN, who will help them report further.

How SCN handles reports

SCN take all cases seriously and handle them in line with our procedures². In short, SCN will appoint a case management team that will review the report, gather necessary information, talk to those involved, and hear both sides. The team and the CEO will then assess whether the guidelines have been breached and what consequences should follow.

Possible consequences of breaches

If SCN's guidelines are breached, it may lead to consequences for those responsible. This may include exclusion, dismissal, removal from a role, or a verbal or written warning. The consequence depends on the severity of the breach.

If you are unsure about any part of the Code of Conduct – please reach out to the whistleblowing manager, your nearest manager, or your contact person in SCN. Openness creates safety!

² See SCN's Procedure for Handling Reported Issues of Concern on reddbarna.no/varsle

Photo/image guidelines for all Save the Children volunteers

While Save the Children wishes to highlight the important voluntary work that is being done, we also meet many children in vulnerable life situations who need extra protection. This applies in particular to asylum reception centres and crisis centres, and to activities involving children and young people who are resident but don't have a permanent residence permit. It is also important to us that children themselves have the opportunity to decide and consent to photos/images. This means that having clear photo/image guidelines is necessary. The regional office can give you and the group guidance and consent forms if you want to take pictures.

- Informed consent must always be obtained from children and parents/guardians before photographs or videos are taken/filmed. For children under the age of 15, the parent/guardian must sign the consent form, but remember that the children themselves must also give their consent. Children over the age of 13 must sign the consent form together with their parents/guardians, while it is sufficient for children under the age of 13 to consent verbally.
- When taking photos of other volunteers, remember to get verbal consent from everyone you take a photograph of.
- You must not take photos for private use or publish photos of children or parents participating in our work on your private social media channels. You can share photos published on Save the Children's channels.
- Familiarise yourself with what applies when taking photos during the activities you will be participating in:
 - Pictures should only be taken of children and adults living in asylum reception centres if this has been agreed with the regional office in advance. This also applies to children and adults who are resident but don't have a permanent residence permit. It also requires that the images are anonymised and that written consent has been obtained. Their identity must never be revealed.
 - For activities associated with crisis centres, pictures should never be taken of children and adult participants or of the crisis centre. In addition, participants should not take pictures of each other during the activity.
 - For activities other than with children and young people who live in asylum reception centres and crisis centres, or are resident but without a permanent residence permit, it is okay for the participants to take pictures of each other as long as they have verbal consent.
 - In other activities involving children and young people, you can take overview photos or anonymised photos without written consent. If you take overview pictures (of a large amount of people who cannot be identified), you should always inform about this in invitations or from the stage so that the participants can let you know if they do not want to be part of the pictures. If you take anonymised photos of hands and the like, you must always ask for verbal consent first.
- Our photo/image guidelines also apply to external inquiries and must be shared with the media, etc.
- When you participate in large, public events, separate rules apply for the taking of photos/images that are beyond our control. The regional office will help you assess whether it is safe for children in the activity to participate.

For volunteers in activities with children:

Safe activities - Child safety

Suitability

- In order to be a safe and suitable volunteer in encounters with children, it is necessary to be well acquainted with and follow guidelines and routines for the work. You also need to be patient, present, inclusive, welcoming, calm, and respectful. An important principle is that the activities should take place on children's and young people's terms.

Role understanding and equal treatment

- Be aware of your role as a volunteer and the power it involves, both towards children and parents. Remember that you are a role model for the children.
- It is important not to create any unrealistic expectations about yourself in your capacity as a volunteer, or to contribute towards any unfair treatment of children/families. Avoid giving personal gifts or other special attention to individual children/families.
- Volunteers should not share their own contact information such as address, telephone number and social media with participants in the activities. Telephone numbers can be shared if absolutely necessary for the organisation of the activity.

Integrity and predictability

- You must show respect for the children's integrity and avoid compromising situations when photographing and other documentation of the children's situation. See separate rules for taking photos/images p 5.
- You should be honest and clear when communicating with children – about purpose and responsibilities, and about opportunities and limitations. Set clear boundaries and never make promises you can't keep.

Never be alone with children

- As a volunteer, you must not be alone with the children we work with (neither individual children nor several children). Solo work can only take place in special cases when it is in the best interests of the child and has been agreed with the regional office. This also applies during transport and digitally.
- As a volunteer, you must not share a bedroom with the children participating in our activities, unless it is necessary for the child's safety and is agreed in advance with the regional office. You must never sleep in the same bed as the children who are taking part in the activity.
- As a volunteer, you must not help children with private and intimate tasks that the children can do themselves.
- You must not be friends on social media with the children participating in activities.