



EWB-USA Volunteer Code of Conduct

Introduction and Purpose

The purpose of this Code of Conduct is to define the conduct that EWB-USA expects from all volunteers as they carry out the mission, vision, and impact of EWB-USA. All volunteers of EWB-USA shall agree to abide by and strive to uphold this code when volunteering for or serving as a representative of the organization or its chapters.

Background

At its core, EWB-USA designs and delivers practical and sustainable engineering solutions to under-resourced and developing communities. In order to be successful, EWB-USA volunteers must consider a wide range of inputs including, but not limited to: the socio-cultural dimensions of the community; historical relationship with the community; local project ownership; health and safety of participants, and economic concerns for long-term project sustainability. Volunteers must also establish and maintain long-term relationships as they pursue this work. In line with this, EWB-USA has formulated this Volunteer Code of Conduct to guide volunteers as they help to carry out EWB-USA's mission.

Volunteer Code of Conduct

EWB-USA volunteers shall always be mindful of the environment in which we work, the people with whom we work, and the work that we do. We understand that each person, regardless of who they are or where they come from, brings a distinct life experience to the table. Our volunteers, community members and other stakeholders are diverse not only in gender, race, ethnicity, sexual orientation, disability, religion and age, but also in cultural and educational backgrounds, profession, life experiences, thoughts and ideas. It is the inclusion of these diverse experiences and perspectives that creates a culture of empowerment and collaboration, one that fosters innovation, economic growth and sustainability.

As we pursue the work of EWB-USA, we seek to embody the core values of EWB-USA (see [Core Values](#) section). These core values guide our actions as we actively protect the public health, safety, and welfare of the communities we work with.



We seek to hold ourselves accountable to the inclusion of a diversity of people and perspectives. We have a responsibility to treat all persons equally, with dignity and respect regardless of individual or cultural differences. We commit ourselves to acting in an open, honest and transparent manner; including multiple perspectives in decisions affecting our projects and communities; working within our range of expertise and seeking expertise from others as needed, and strengthening the capacity of local communities through our work.

We also have a responsibility toward EWB-USA to act in the best interest of the entire organization and all of its stakeholders. EWB-USA volunteers act as ambassadors for the organization and as such, have a responsibility to:

- Positively represent the organization during all EWB-USA activities
- Never accept or pay gifts or bribes in exchange for favoring a course of action, decision, or allocation of resources to an individual group
- Avoid conflicts of interest and to disclose and manage them when they occur
- Conduct ourselves appropriately and in a professional manner that is, to avoid acting in ways that may be construed as exclusive, offensive, or harassing by any volunteer, community member or other stakeholder
- Uphold our commitments to our stakeholders

By agreeing to this Code of Conduct, each volunteer ensures that their own personal integrity, and that of EWB-USA, is maintained as they participate in the activities of EWB-USA. Each volunteer acknowledges each of the following:

- I will act in accordance with this Volunteer Code of Conduct
- I will embody the core values of EWB-USA
- I will treat all persons equally, with dignity and respect
- I will act in the best interest of the entire EWB-USA organization
- I will conduct myself appropriately
- I will report any issues of non-compliance with this policy to EWB-USA at volunteer@ewb-usa.org

Investigating Non-Compliance with the Volunteer Code of Conduct

In the case of non-compliant behavior to or by a volunteer, please report any observed breaches of the code as follows:



If the incident occurs in the field, please report it to the responsible engineer in charge, project lead or chapter officer. If in a country office, report the incident to the country office director. If the incident occurs in the U.S., please report it to a chapter officer.

For incidents that need to be elevated for additional support, please contact your respective [state representative or regional president](#), or staff on the EWB-USA volunteer engagement team: volunteer@ewb-usa.org 303-772-2723.

Incidents reported to EWB-USA staff will be investigated and addressed accordingly. We will:

- Treat participants in the investigation respectfully
- Treat the concern seriously
- Investigate promptly, fairly, objectively and thoroughly when a matter is raised
- Keep anonymity where it is appropriate
- Be confidential except as required by law and the need to fully investigate or where there is a requirement to report criminal or improper activity to law enforcement
- Involve only those who need to be involved
- Take appropriate corrective or disciplinary action for behavior or actions that are not in accordance with the EWB-USA Volunteer Code of Conduct

The EWB-USA investigation process shall:

1. Identify the matter clearly and succinctly
2. Determine whether an investigator or investigation team is needed. The investigator or investigation team shall:
 - Provide a scope and a timeline to the investigation and convey that information to those involved.
 - Determine confidentiality requirements.
 - Create a strategy and timing around collecting and interviewing involved parties
 - Create a reporting strategy (i.e. oral, written, fact, analysis)
 - Write a report and recommendations. The recommendations may include actions up to and including termination of volunteer status with EWB-USA.
 - Submit the report to the EWB-USA Chief Operating Officer.
3. EWB-USA staff will convey the results to the appropriate parties and carry out the recommendations of the investigation team.
4. In case of an appeal, the EWB-USA Chief Executive Officer shall act as the final decision-maker. In the case where law enforcement is involved, legal compliance will take precedence over internal decision-making processes.



EWB-USA Core Values

Service First EWB-USA commits to harnessing the skills of its volunteers to fulfill communities' basic human needs. We provide the services that meet these needs without consideration of race, religion, gender or political affiliation.

Trusted Partnerships Trust forms the foundation of EWB-USA partnerships, which are achieved through transparency, integrity and respect for the contributions and capabilities of all parties.

Sustainable Solutions Sustainability drives EWB-USA's programs. We commit to community-driven projects. We equip our partner communities to maintain each project so it remains functional long after our commitment is fulfilled.

Growth & Learning EWB-USA fosters an environment of learning so our volunteers, community members and staff have the tools, training and passion to address the world's most pressing challenges. We strive for our work to inspire others to learn more, do more, and become more.

Conduct & Practices EWB-USA holds paramount safety, security and ethical conduct. The volunteers and staff of EWB-USA are bound by the Member Code of Conduct and the engineers' Code of Ethics.

Stronger Together The EWB-USA family is comprised of community members, students, professionals, universities, headquarters staff and a host of other supporters. We thrive off diversity and the collaborative pathways it provides. But most importantly, we pursue EWB-USA's mission as one, with aligned goals and purpose.