



## UNITED SUPPORT & MEMORIAL FOR WORKPLACE FATALITIES

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2837 Yellowstone PKWY Lexington, KY 40517

Phone: ( 859) 266-5646 Fax ( 859) 266-5646 Email: tammy@usmwf.org

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**BECAUSE GOING TO WORK SHOULDN'T BE A GRAVE MISTAKE!**

### **USMWF – VOLUNTEER CODE OF CONDUCT 1<sup>st</sup> draft Revised**

#### MISSION STATEMENT:

**PURPOSE:** We want to be recognized as a committed, empathetic group of individuals involved in making the workplace a safe place to work. In order to achieve our purpose and fulfill our mission statement, USMWF volunteers performing duties for USMWF are to adhere to the following Code of Conduct.

The following values guide our every action. We are aware that we are judged by what we do, not what we say. We pledge to meet or exceed these standards.

#### **INTEGRITY**

The foundation of every decision and contact we make should be ruled by our personal integrity. This exhibits our commitment to be honest and open.

#### **RESPECT**

This is for fellow members and anyone we interface with as contacts. We embrace individuality and have reverence for the opinions of others.

#### **EXCELLENCE**

We hold ourselves to the highest level of performance. We honor innovation and teamwork. We never stop reaching for the greatest performance we are capable of attaining.

#### **ACCOUNTABILITY**

We take responsibility for our actions as individuals and USMWF members. We work together toward our goal of workplace safety, support one another and strive to never let our members or constituents down.

Our actions give meaning to the four core values of integrity, respect, excellence, and accountability. To help ensure our actions reflect these values and to guide our volunteers in their efforts for USMWF, we have compiled a list of What to DO and What Not to DO. Obviously, we cannot cover every situation, but the following list will provide a roadmap to follow and address many of the common concerns.

- **DO - Always remember you are representing an organization.**
  - Be neat and clean

- Show respect for all people
- Write as professionally as possible using correct grammar, spelling and punctuation. Have someone proofread if you are unsure.
- Follow laws regarding privacy, business practices and other issues. Recognize USMWF has to uphold both the state laws where you live, the Kentucky state laws where USMWF is incorporated and national laws. Ask if you have questions.
- Make public statements. **DO** Clearly state you are speaking in a personal capacity, not on behalf of USMWF and are expressing your own personal views and opinions.
- Express your views in a professional and objective tone.
- Acknowledge USMWF's strengths and limitations; acknowledge there are some topics and problems that we aren't involved in.
- Admit if you don't know the answer to something.
- Follow up with people; even if you aren't able to provide them with the information with the information they requested and offer an explanation of why you weren't able to obtain it.
- Be prompt in returning phone calls and written replies.
- Ask for help from others if you feel overwhelmed or can't get to something.
- **DON'T – forget you are a member of an organization which is held accountable for its communications.**
  - Don't make formal statements about USMWF positions to other agencies or media unless you have been asked. Refer these requests to the Executive Director.
  - Don't give out personal and/or confidential information about victims and their families.
  - Don't give out information about USMWF's operations, finances, and distribution lists.
  - Don't give out information about USMWF's statements and documents.
  - Don't disclose any other confidential information.
  - Don't disclose non-confidential information which is of a personal or sensitive nature.
- **DO – be a good, and active listener.**
  - Show empathy and understanding.
  - Be open minded.
  - Be sensitive.
  - Recognize everyone's situation is different.
  - Recognize everyone grieves differently.
  - Realize you can't fix everything or everyone's problems.
  - Realize when there is a personality conflict. Ask someone else in USMWF to take over. Tell the person you are going to have someone else from USMWF help them as you feel someone else is better equipped to help them.
  - Return phone calls as promptly as possible.
- **DON'T – “Forget to treat others as you would like to be treated”.**
  - Don't be judgmental.
  - Don't draw conclusions.
  - Don't be a “know-it-all”.

- Don't divulge personal or confidential information about others.
- **Do – Remember your personal and business actions reflect on USMWF.**
  - **Be a role model in all your official duties and public aspects of your personal life.**
  - Act fairly, ethically and in full compliance with all relevant state, provincial, and national laws in all your dealings.
  - Avoid the Appearance of Impropriety and Conflict of Interest
    - Notify the Executive Director if you have personal or financial interests or relationships with any supplier or contractor you know USMWF is using or contemplating using.
    - Notify and obtain permission from the USMWF Executive Director before accepting any gifts, entertainment or invitations to events (such as meetings, conventions, seminars, social, cultural or sporting events) issued under USMWF.
  - Refrain from any conduct involving financial misdealings, dishonesty, and criminal acts.
- **Don't – Engage in conduct or an activity that may call into question USMWF's honesty, impartiality, integrity or reputation.**
  - Do not delay disclosure to the Executive Director if you are, or are likely to be, charged with any criminal offence or any serious provincial traffic offence.
  - **Do not use your position to** solicit cash, gifts or free services from any USMWF donors, suppliers or contractors.