

Code of Conduct for Community Matters Volunteers

Introduction

Community Matters™ provides a unique opportunity for insurance and risk management professionals to give back to the greater Charlotte area. By joining together, we can make a meaningful difference to selected nonprofits and charities in our community.

Our industry employs people who have pursued insurance careers in order to enhance the lives of others. Community Matters will focus on real community needs through fundraising events, work days, educational opportunities and much more.

Community Matters™ asks all of its Volunteers to adhere to the highest standard of conduct and professionalism when performing work on behalf of the organization and with the selected community nonprofits and charities it serves.

Code of Conduct

The following Code of Conduct is applicable to all Volunteers:

- I will represent Community Matters™ in a polite and professional manner at all times
- I will wear the appropriate attire for my Volunteer Assignment.
- I will arrive on time and be reliable for my Volunteer Assignment.
- I will be prepared and ready to work at an acceptable standard.
- I will respect and maintain the confidentiality of all privileged information to which I am exposed while serving as a Volunteer.
- I will treat all Community Matters™ and other volunteers and the staff and clients of our partner nonprofit agencies with courtesy, respect and kindness.

No Harassment Policy

In addition to the Code of Conduct, Community Matters™ is committed to maintaining an environment that is free from discrimination. Community Matters™ does not authorize and will not tolerate any form of harassment based on race, color, religion, sex, national origin, age, disability, veteran status or any other factor protected by applicable law.

While it is impossible to list every type of behavior that can be considered harassment in violation of this policy, in general any conduct based on these protected characteristics that could create an offensive environment or prevent volunteers from completing their duties/assignments will be considered harassment in violation of this policy.

Additionally, sexual harassment in any form will not be condoned or tolerated. This includes, but is not limited to sexually oriented or offensive jokes or comments, physical assaults or other touching that is sexual in nature, inappropriate staring, displays of sexually-oriented reading materials or pictures, etc.

If you feel you have been harassed, witnessed someone else being harassed or have received a report that someone has been harassed you must report the harassment to Community Matters™ for investigation and appropriate corrective action.

By agreeing to be a volunteer of Community Matters™ you understand that:

- Volunteers are not employees of Community Matters™
- Volunteers who do not adhere to the Code of Conduct and No Harassment policy set forth above are subject to dismissal.
- Community Matters™ reserves the right to modify its Volunteer Policies at any time.
- If you are unable to volunteer with Community Matters™ you will notify the appropriate individual immediately.