



Code of Conduct for Volunteering Activities

in Abu Dhabi

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Section A:
Introduction



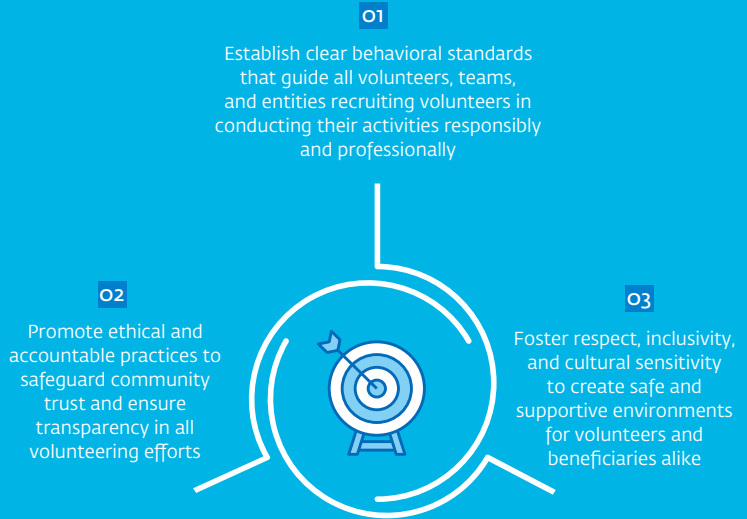
Introduction:

This code of conduct constitutes an official reference for regulating volunteering activities in the Emirate of Abu Dhabi. It aims to clarify the rules and professional standards to be adhered to by all parties involved in volunteering activities, including volunteers, organizing entities. It further contributes to fostering a responsible volunteering environment grounded in ethical values and positive practices that support sustainable community development.

Scope:

The code of conduct applies to all volunteering activities in the Emirate of Abu Dhabi, whether individual, group-based, institutional, or community-led, and whether conducted in person or virtually. Its scope encompasses all volunteers and entities that organize, supervise volunteering activities, in accordance with the applicable laws and regulations in force within the Emirate.

Objectives:



Section B: Code of Conduct





1. Code of Conduct for Volunteers

Volunteers embody the spirit of service and social responsibility. Volunteers are expected to uphold the highest standards of conduct, ensuring that their contributions are respectful, and beneficial for all involved.

1.1 Respect & Dignity

- Treat all individuals—beneficiaries, fellow volunteers, staff—with courtesy, kindness, and respect, regardless of their social, cultural, or religious backgrounds.
- Embracing the customs, values, and traditions of the UAE.
- Volunteers are expected to wear attire that reflects the local culture and respects prevailing customs and traditions at all time.
- Contribute by adhering to positive behaviour and avoiding any offensive actions to help create a safe environment for everyone.
- Avoid discrimination or offensive language.

1.2 Confidentiality

- It is important to maintain the confidentiality of information accessed during volunteer activities and to refrain from sharing it with any external party. Personal data relating to volunteers and beneficiaries shall be handled in accordance with the Volunteering Policy in the Emirate of Abu Dhabi.
- To ensure integrity and adherence to the ethics of volunteering, information obtained through volunteer activities should not be used for any personal or commercial purposes.



1.3 Integrity

- Volunteers shall demonstrate honesty and integrity in the performance of all assigned volunteer activities and tasks and shall refrain from any practices that may adversely affect the conduct or quality of volunteer work.
- Volunteers shall disclose any actual or potential conflict of interest and refrain from participating in any activities where personal interests may interfere with their volunteer responsibilities.

1.4 Compliance with Instructions and Laws

- It is important to follow the instructions and policies provided by the volunteering opportunity organizer/entity and program administrators.
- Ensure compliance with all UAE laws and regulations applicable to volunteering activities.
- Avoid engaging in behaviours that could disrupt public order, promote sectarian or cultural division, or violate local laws.

1.5 Safety

- Adhere to all required safety protocols during volunteering activities.
- Report any safety concerns, hazards, or incidents promptly to the supervising entity.
- Be mindful of your environment and avoid putting oneself or others at risk.
- Respect boundaries—for example, in contexts involving vulnerable people; do not engage in behavior that compromises anyone's emotional or physical safety.



1.6 Collaboration and Teamwork

- Work collaboratively with all team members and actively contribute to achieving shared objectives.
- Be open to feedback and willing to assist others.
- Refrain from actions that may disrupt team harmony, create conflicts, or hinder the progress of volunteer activities.
- Respect and follow all team rules and adhere to the directions provided by the team leader and/or organizing entity.

1.7 Accountability

- Take responsibility for actions and decisions made during volunteer activities.
- Acknowledge constructive feedback from supervisors and comply with any corrective directives provided.

1.8 Professionalism & Reliability

- Be punctual, prepared, and committed to the agreed schedule and tasks.
- Maintain standards of appearance, communication, and behavior that reflect well on the volunteer programme and Abu Dhabi's values.
- If unable to fulfil a duty (due to illness, emergency, etc.), notify relevant leader/organisation in advance wherever possible.





2. Code of Conduct for Volunteer Teams and Volunteer Team Leaders

The effectiveness and reputation of volunteer work depend on the presence of well-organized teams and leadership that demonstrate awareness and responsibility. In the Emirate, volunteer teams and their leaders are entrusted with essential responsibilities that go beyond coordination, extending to fostering a solid environment grounded in cohesion, safety, and excellence.

This section defines the expected standards of conduct for members of volunteer teams, particularly team leaders. Leadership is not merely about direction; it is about setting an example, translating empowerment into action, fostering protection and reassurance, and building trust within the team that extends to the wider community.

2.1 Volunteer Teams:

2.1.1 Continuous Improvement

- Reflect as a team on lessons learned from activities and projects.
- Share knowledge, experiences, and best practices within the group.
- Seek opportunities for collective training and skill development.

2.1.2 Problem-Solving & Conflict Management

- Resolve disagreements constructively, prioritising harmony and shared purpose.
- Escalate unresolved conflicts to the team leader in a respectful manner.
- Work together to find solutions that preserve unity and effectiveness.
- If disagreements arise, it should be raised to the volunteer team leader for resolution through appropriate channels.



2.2 Volunteer Team Leaders:

2.2.1 Ethical Leadership:

- Lead by example: demonstrate the codes of conduct in own actions promoting ethical behavior, fairness, and inclusivity while creating a supportive volunteering environment.
- Make decisions transparently, equitably, and in consultation when appropriate.
- Take responsibility for outcomes—both successes and drawbacks.

2.2.2 Compliance with laws & standards:

- Ensure the team operates within all relevant laws (federal, Emirate-level), regulations, and Abu Dhabi policies
- Maintain necessary permits and authorizations related to the volunteering activity

2.2.3 Communication & Guidance:

- Provide volunteers with clear information about roles, expectations, schedules, and any associated risks.
- Ensure volunteers receive appropriate orientation/training
- Give constructive feedback; listen to concerns and suggestions from team members.

2.2.4 Team Unity & Conflict Resolution:

- Promote inclusion: ensure that every volunteer feels valued and able to contribute.
- Address conflicts promptly, fairly, and respectfully, with mediation if needed.
- Refrain from favouritism; maintain consistent treatment across team members.





3. Code of Conduct for Entities Recruiting Volunteers

Entities that engage volunteers—whether from private, public or third sector carry responsibility for creating enabling environments that respect, protect, and empower volunteers. Organizations must ensure that their practices reflect the values of Abu Dhabi, comply with national laws, and promote sustainable and ethical volunteerism.

In addition to the directions outlined in Sections A & B (where applicable), the following apply specifically to entities that recruit volunteers:

This section of the Code of Conduct is dedicated to entities that provide volunteering opportunities within the Emirate of Abu Dhabi. It aims to establish clear expectations and guiding principles for managing volunteering opportunities and engaging volunteers effectively. This section outlines the professional standards and ethical principles that entities are required to uphold to ensure a positive, safe, and well-governed volunteering environment.

3.1 Fair Treatment & Inclusivity

- Entities must treat all volunteers with fairness and respect, regardless of their background and/or beliefs.
- Provide equal opportunities for all volunteers.
- Consider the needs of People of Determination and provide the necessary support and facilities to enable their participation in volunteering opportunities.

3.2 Safe & Supportive Environment

- Provide training, orientation, and supervision prior and throughout the volunteering opportunity.
- Monitor workloads and avoid overburdening volunteers.
- Maintain safe facilities and protective procedures.

3.3 Clarity of Roles & Accountability

- All necessary information regarding the volunteering opportunity, including roles & responsibilities, expectations, safety measures and reporting lines must be clearly explained before the start of the volunteering activity.
- Provide the necessary tools, resources, and support.
- Monitor and evaluate volunteers' performance, and share the results and outcomes of volunteering programs with them to enhance transparency and highlight the impact of their community contributions.

3.4 Volunteer Welfare & Recognition

- Recognise contributions through certificates or public acknowledgement.
- Provide insurance or protection where required.
- Maintain grievance channels for concerns and complaints.

3.5 Transparency

- Keep accurate records of volunteer activities and outcomes.
- Disclose relevant financial or resource use related to volunteer opportunities to relevant entities.

3.6 Governance & Compliance

- Abide by UAE Federal Law No. 13 of 2018 on Volunteer Work and relevant Abu Dhabi policies.
- Establish internal ethics, safeguarding, and confidentiality policies.



Appendices



Appendix (1) - Definitions

Term	Definition
Country	The United Arab Emirates
Emirate	The Emirate of Abu Dhabi
Department	Department of Community Development (DCD)
Volunteer	Any natural or legal person registered, engaging in volunteering without monetary or job compensation.
Volunteer Team	A group of registered natural or legal persons forming a team to perform volunteering without monetary or job compensation under a volunteer team license issued by the Department.

Appendix (1) - Definitions

Term	Definition
Volunteer Team Leader	The volunteer who holds an administrative and leadership role in the volunteering team and whose name is listed as the team leader in the team's license.
Organizing Entity	The entity that identifies and offers volunteer opportunities based on its institutional or community needs, defining the roles and responsibilities required from volunteers to implement those opportunities while ensuring compliance with applicable legal and regulatory standards.
Volunteer Work	Any individual or collective activity without monetary or job compensation aimed at achieving public benefit.
Volunteering Electronic Platform	The national volunteering platform (Volunteers.ae), or any other online platform affiliated with the Department, through which volunteering opportunities across the Emirate are published. The platform also facilitates volunteer registration, licensing of volunteer teams, and accreditation of entities that engage volunteers.

United Arab Emirates - Emirate of Abu Dhabi
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