



# Code of Conduct

for all officers, employees and volunteers  
of The Salvation Army  
in Canada and Bermuda

• 2019

# The Salvation Army Canada and Bermuda Territory Code of Conduct

## 1. Purpose

In order to assist The Salvation Army in maintaining a harmonious and ethical work environment, which honours God and serves the community, this Code of Conduct (the “Code”) has been adopted to set out the Basic Principles and Rules that all staff must follow in the performance of their work, whether they are officers, employees or volunteers.

## 2. Basic Principles

All officers, employees and volunteers of The Salvation Army are expected to behave in ways that are aligned with the organization’s mission and values.

### **Mission Statement:**

**The Salvation Army exists to share the love of Jesus Christ, meet human needs  
and be a transforming influence in the communities of our world.**

### **Core Values:**

**Hope:** We give hope through the power of the gospel of Jesus Christ.

**Service:** We reach out to support others without discrimination.

**Dignity:** We respect and value each other, recognizing everyone’s worth.

**Stewardship:** We responsibly manage the resources entrusted to us.

## 3. Rules of Conduct (“Rules”)

In all dealings at or on behalf of The Salvation Army, Officers, Employees and Volunteers must:

- a) Conduct themselves at all times with honesty, integrity and transparency;
- b) Perform their defined duties to the best of their ability;
- c) Treat others, including other officers, employees, volunteers, funders and clients with respect, dignity, fairness and courtesy;
- d) Never act in a discriminatory, harassing or violent way towards others;
- e) Never use their position in order to gain an advantage over or exploit the vulnerability of others;
- f) Avoid putting themselves or The Salvation Army in a real or perceived conflict of interest;
- g) Follow all applicable laws regardless of where The Salvation Army conducts its operations;
- h) Comply with all applicable Salvation Army policies and procedures;
- i) Collect, use and disclose confidential information only in accordance with Salvation Army policy and applicable privacy law;
- j) Conduct all business activities in a responsible manner, consistent with ethical obligations of stewardship and in accordance with all applicable laws, policies and procedures;
- k) Always strive for the highest health, safety and environmental standards in all facilities and work areas;

The Salvation Army Canada and Bermuda Territory  
Code of Conduct

- l) Keep all records, documents and communications accurate, truthful, and up-to-date;
- m) Use information technology, including internet and email, in a professional and appropriate manner, in accordance with Salvation Army policy;
- n) Never destroy or take for personal use any items belonging to or safeguarded by The Salvation Army without prior written approval;
- o) Never participate in or assist others to participate in any illegal and/or criminal activities;

**4. Officers: Orders and Regulations**

In the event of a conflict between the provisions of this Code of Conduct and Orders and Regulations, the latter shall take precedence.

**5. Violation of the Code**

Any violation of this Code is viewed as a serious matter and could result in disciplinary action up to and including termination for cause.



Giving Hope Today

## CODE OF CONDUCT RECEIPT AND ACKNOWLEDGMENT FORM

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I acknowledge that I have received and read The Salvation Army's Code of Conduct. I understand the standards and policies contained in the said Code. I further agree to comply with the said Code.

I understand that if I have any questions or concerns at any time regarding the Code of Conduct, I will consult with my supervisor.

NAME: \_\_\_\_\_  
(Officer/Employee/Volunteer)

Signature: \_\_\_\_\_

Ministry Unit/DHQ/THQ: \_\_\_\_\_

Date: \_\_\_\_\_