



General terms and conditions

Please read this information – and the code of conduct – carefully. Failure to comply with the Environment Agency's terms and conditions may result in a participant being excluded from the programme. Additional information for long-term volunteers can be found in their programme guidelines.

During the placement, participants are required, both morally and legally, to follow safe procedures in order to ensure that no harm is caused to himself or to others. The Environment Agency's health and safety procedures are there to protect everyone as well as to comply with the law.

The Environment Agency expects participants to stay for the entire agreed project – the volunteers can do whatever activities or visit any place they want during the holiday week – during the rest of the programme, they need to stay with their team and follow the directions of the team leader.

The Environment Agency expects a high standard of behavior from its volunteers. The Environment Agency reserves the right to exclude a participant from the volunteer programme if his behavior could compromise his own safety, the safety of the team or the public, or the running of the programme. This includes any behavior that may be considered damaging to the reputation of the Environment Agency, or behavior that breaks Icelandic law.

The Environment Agency reserves the right to exclude a participant from the volunteer programme if they are unwilling to fully take part in the volunteer programme (in both work and domestic duties). This includes unwillingness to work with other volunteers or not listening to the instructions of the team leader.

All participants have full access to the ICV Volunteer Support Team, who are on hand to ensure that volunteers have the opportunity to discuss any problems or issues that may arise during their placement in a neutral environment. All matters raised will be dealt with in a confidential manner.

The Environment Agency accepts no responsibility for any expenses that may arise if a participant leaves the programme early for any reason. This would include a participant being asked to leave by the Environment Agency.

Our code of conduct

All volunteers joining the programme agree that:

- **Safety and health are our number one priority**
- We are aware that our behavior mirrors Umhverfisstofnun and we will behave accordingly.
- We will always treat our environment with respect.
- We will respect the agency's properties i.e. vehicles, equipment and tools.
- We don't share personal information outside the group (except with leaders and coordinators).
- We treat each other with equal respect. We don't put each other down.
- We don't make racist, sexist, homophobic or disablist statements. We don't accept statements that prejudice people.
- We don't interrupt each other unless someone is going on too long.
- We ask people not to dominate discussion.
- We give each other attention and respect when speaking.
- We try to speak from our own experience.
- It's okay to say I don't know.
- It's okay to ask for anything to be repeated or explained more clearly.
- If we criticize, it's the behavior and not the person we are criticizing.
- All contributions are voluntary: we need only say and do what feels comfortable.
- We agree to turn up on time to start working meaning we agree to the rules set up at the beginning of the programme. We let the leader know if we're going to miss a session (i.e. sickness...).
- We all take part in the tasks and the work and support each other.
- We take regularly tea/coffee breaks.