



SANCTUARY OF OUR LADY OF LOURDES VOLUNTEER COMMITMENT CODE OF CONDUCT

All volunteers, welcomed at the Sanctuary of Our Lady of Lourdes, will be in receipt of and required to sign this code of conduct, which defines their relationship with the Sanctuary, the permanent employees and the other volunteers, as well as the rights and duties of each of the parties concerned.

Volunteering is the free and unpaid commitment of people who act for others or for the collective interest, in a context that goes beyond helping family or friends.

Volunteers are therefore people who, of their own free will and without receiving any remuneration, make a commitment to serve the Sanctuary of Our Lady of Lourdes.

As such, volunteering is a voluntary and free donation of time and skills. The Sanctuary of Our Lady of Lourdes recognises the specific place of volunteers as supporting actors, and believes in the importance of their work, which complements rather than competes with paid work.

At the Sanctuary, the work of volunteers follows an ethical and humanist approach that respects human dignity.

Volunteers never replace employees: their work is different. They do not share the rights and obligations linked to the status of employee or trainee. They are not subject to the working hours of Sanctuary employees nor to any legally binding employer-employee relationship.

Volunteers undertake to work in accordance with the guidelines of the host structure and the organisation put in place.

In active partnership with the Sanctuary, volunteers are supportive of it and promotes it in the parts that concerns them.

The Sanctuary of Our Lady of Lourdes undertakes:

- to fully welcome volunteers within the context of the missions entrusted to them,
- to this end, to provide them with clear information about the missions of the Sanctuary,
- to entrust them with one or more missions that correspond to the needs of the Sanctuary while taking into account their wishes, skills and availability,
- to help them integrate and flourish within the Sanctuary,
- to accompany and support them in their work by linking them up with a local contact person, employed at the Sanctuary,
- to take out civil liability insurance. This means that volunteers will be deemed to have the status of an insured person for the period during which they are carrying out the duties entrusted to them.
- to ensure that volunteers are appropriately trained so as to enable them to fulfil their mission(s)
- to make every effort to contribute to their development in their role, within the team and the

Sanctuary.

Volunteers undertake:

- to respect all internal regulations, like anyone entering the Sanctuary grounds, to uphold the values of the Sanctuary of Our Lady of Lourdes as well as the values of this charter,
- to carry out their duties within the scope of the mission or missions entrusted to them,
- to insure their actions fully comply with any requests by managers, permanent employees, religious and volunteers, and to collaborate in a spirit of mutual understanding and support with the above,
- to respect, both inside and outside the Sanctuary, the confidentiality of what is said and information stemming from the exercise of their duties, and thus not to harm the interests of the Sanctuary,
- to adhere to the mission entrusted to them, and to respect procedures related to the performance of their service, and its rules,
- to ensure their duties and tasks are carried out seriously,
- to carry out their duties with respect for the beliefs and opinions of each and every person,
- to acknowledge that pilgrims and visitors are at the heart of all the Sanctuary's activities, and therefore to be at their service, wherever possible,
- to take part in the proposed training initiatives,
- to respect the premises, as well as the equipment made available to them, which they undertake to replace in the event of loss or damage,
- to take personal responsibility for their health and personal accident insurance.

Volunteers may terminate their involvement at any time but, as far as possible, having given a reasonable notice period, except in cases of emergency or force majeure.

In the event of non-compliance with this charter by the volunteer, the Sanctuary of Our Lady of Lourdes reserves the right to suspend the volunteer's activity at any time.