



# OUR CODE OF ETHICS



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# MANAGEMENT COMMITMENT

As a representative of the management of Volies, I want to convey our clear and firm commitment to ethical behavior throughout the organization in everything we do and what we project, something inherent to the model of society that we want to achieve with our work.

At Volies we believe that every gesture counts, and that people have the power to drive social change and transform the community in which we live.

This Code of Ethics sets out our mission, vision, and the values we uphold, how we understand them, and how they guide our daily actions.

Our mission: is to promote social change through the transformation of people and organizations, by activating, empowering and accompanying them in this process, we can build a sustainable world and a more just, inclusive, critical and diverse society. We aim to be catalysts of a culture of co-responsibility, where each person and each organization understands the impact of their actions and is fair and empathetic with the world and with society, through the design and implementation of projects of value, innovative, sustainable, committed and trust-building. And we want to explicitly reflect our anti-corruption commitment with concrete guidelines within our "trust" value.

Through this communication, we express our intention to support and develop this way of acting and behaving, trying to ensure that the people with whom we collaborate understand and embrace this way of acting, for which Volies will clearly communicate this commitment to our stakeholders along with the general public.



**Juan Ángel Poyatos, founder and CEO**

# What is a Code of Ethics and what is it for?

## Definition of Code of Ethics:

**"It is a statement of the company's ethical commitment, its position with respect to stakeholders and the obligations and commitments it intends to acquire. It represents an effort to make public the guidelines with which a company wants to identify itself and to guide the conduct with the members of the company."**

Domingo García Marzá, Professor of Ethics at the UJI

**"It is the written expression of the will to formulate reflectively the responsibilities shared in an organization and to express publicly the criteria, values and goals that identify it."**

José Félix Lozano is one of the leading experts on Code of Ethics in Spain and author of the book: *Códigos Éticos para el mundo empresarial* (Trotta, 2004)

## Main features:

- It intends to formulate reflexively the shared responsibilities and why, it does not try to indoctrinate nor to impose concrete norms.
- It implies a participatory and dialogued process of awareness of responsibilities not only as an autonomous person, but also as an organization.
- It must be realistic and coherent and think about the consequences of our actions as individuals and as an organization.
- It is recommended to make it public, since one of the essential functions of the code of ethics is to generate legitimacy among the organization's external stakeholders. It is fundamentally a public commitment (García-Marzá).
- It should not be reduced merely to stating the organization's goals or values, but it should be a set of well-organized and harmoniously structured goals, values and criteria, that are concretized in guidelines for the organization's daily actions.





# WE ARE YOUR ENGINE OF SOCIAL TRANSFORMATION

At Volies we believe that every gesture counts, and that people have the power to drive social change as well as transform the community in which we live. Our goal is to approach social and environmental activation of people within organizations. as a strategic and efficient activity, aligned with the mission of our clients, as a driver of social transformation. This Code of Ethics sets out our mission, vision, and the values we uphold, how we understand them, and how they guide our day-to-day actions.



# OUR MISSION

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Our mission as a company is **to promote social change** through the **transformation of people and organizations**, activating, empowering and accompanying them in this process, in order **to build a sustainable world and a more just, inclusive, critical and diverse society.**



# OUR VISION

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It is to be **catalysts of a culture of co-responsibility**, where each person and each organization understands the impact of their actions and is fair and empathetic with the world as well as with society, **through the design and implementation of projects of value, innovative, sustainable, committed and trust-building.**



# OUR VALUES



## TRANSFORMATION AND SOCIAL INNOVATION

The core of everything we do and why we do it



## TRUST

What we convey as a company, and what we have in all our stakeholders



## COOPERATION

Generating alliances is part of our reason for being



## COMMITMENT

Our daily driving force



## DIVERSITY

As an essential value in everything we do



## PASSION

We don't understand our work without it, and it tends to be contagious.





Society evolves and our organization evolves with it. At Volies, we are not only open to adapt to these changes, but we want to be an active part of a genuine positive social and environmental transformation.

## Guidelines for action

- ✓ In all our projects we are proactive, innovating and proposing actions that seek the greatest possible social and environmental impact, even if we do not have all the scientific evidence of its impact.
- ✓ We welcome, value, and learn from mistakes - because to transform we must take risks, and error is part of the risk.
- ✓ We actively listen to what other organizations are doing to transform society, and we are always willing to collaborate and network, contributing our experience and knowledge. We are proactive in proposing spaces for dialogue and networking.
- ✓ We have the best professionals in each area, taking into account in the selection process not only the training and experience in sustainability, but also the values and human quality of our team.
- ✓ We are in continuously learning, committed to training in values, diversity, communication, equality and social innovation. Both for our team and for other stakeholders such as clients or members of the Voluntare network.



We start from the conviction that the real **commitment** of people, within companies, produces a significant change in society through its main asset, **which are people**. Therefore, what drives us every day to do what we do is our commitment to build a sustainable world and a fairer, more inclusive, critical and diverse society. Everything we do and how we do it makes sense if it responds to this goal.

## Guidelines for action

- ✓ Precisely because of this commitment to society, to our customers, and to the social entities that are both suppliers and beneficiaries of our work, we dedicate our own time and effort to innovate, to think of different answers to temporary and structural problems in any context.
- ✓ We love to rethink processes, identify opportunities, exploit synergies, and launch groundbreaking projects to respond to the changing needs we face.
- ✓ We collaborate with more than one hundred prestigious social organizations, with which we work to design and implement strategic alliances with the business sector, channeling their interests and seeking lasting synergies over time.
- ✓ Through our Voluntare network, we act as an "antenna" or loudspeaker, disseminating best practices in corporate volunteering, both from companies and social organizations, with the aim of increasing the reach and impact and professionalizing the sector.
- ✓ We prioritize responsible and local suppliers, social and solidarity economy organizations, foundations and associations of recognized prestige, preferably verified by Fundación Lealtad, and small and medium-sized companies. We are committed to ensuring that at least 50% of our suppliers are from the local environment of our operation centers.
- ✓ The company has a formal commitment to donate at least 1.5% of its annual profits to charitable causes.



We are innovators and disruptors, but on the basis of a consolidated experience of more than a decade, a team of professionals with a great background in the world of sustainability, social responsibility, and the social and business world, and a portfolio of clients and collaborators of worldwide prestige, which allows us to give enormous confidence, security, reliability and credibility of our services and our organization as a whole.

## Guidelines for action

- ✓ Because we believe that once you know the world of corporate volunteering and what it transforms you can't stop, we dedicate a lot of effort to transmit, communicate, and fall in love with our purpose. Communication is part of our essence.
- ✓ We lead the largest Spanish-speaking volunteer network, Voluntare, a Think Tank of thought, innovation and cooperation to which more than 100 partner companies and social organizations belong, with presence in Spain and LATAM.
- ✓ We work on long-term relationships with all our stakeholders. Proposing projects with the greatest possible impact and seeking new proposals for action in order to build loyalty and maintain the relationship with them.
- ✓ We promote an ethical governance model, we do not tolerate corruption, we work impartially, working with all companies equally, seeking diversity, and promoting transparency, integrity, honesty and truthfulness in all our actions.
- ✓ Explicitly, our anti-corruption commitment strictly prohibits: Offering, promising or granting, directly or indirectly, bribes to any third party, whether in the public or private sector and/or facilitation payments to initiate or facilitate administrative processes or procedures. Obtain favorable treatment through sponsorship or donations. Requesting, accepting or receiving any kind of unjustified benefit or advantage in order to unduly favor a third party.



From Volies we not only value diversity in all its expressions, but we make it **visible in each of our activities**. We bring the business world closer to diverse environments, making visible the different capacities as a source of enrichment and growth.

## Guidelines for action

- ✓ We understand diversity as a source of wealth that contributes to personal and organizational learning, betting on it in the selection of teams, social entities and other stakeholders.
- ✓ All our actions and behaviors are based on our commitment to equality and against any type of discrimination or mistreatment.
- ✓ We are in constant training and continuous learning in all the richness that diversity brings and all its implications: nationality, language, gender, ethnicity, religion, ideology, social class, cultural level, economic resources, etc.. And we convey this message to all our stakeholders.
- ✓ In interpersonal relationships, we focus on what unites us and not on what alienates us. We do not tolerate discrimination under any concept or in relation to any characteristic.





Teamwork, companionship, empathy, transparency and trust, both internally and externally, with our collaborators, is part of our daily work. We share our skills, knowledge and experience by contributing the best of ourselves in teamwork, as an **interconnected network of knowledge and mutual learning**.

## Guidelines for action

**Networks** are essential for us because they generate value, allow us to learn about the latest trends, successful practices and significant experiences. **By sharing, we generate synergies** to drive social change in an innovative way. That is why:

- ✓ We founded, coordinate and promote the largest Spanish-speaking Corporate Volunteer Network, Voluntare, a Think Tank of thought, innovation and cooperation among a hundred companies and social entities, with presence in Spain and LATAM.
- ✓ We are part of different global networks of Corporate Volunteering and social transformation: we are members of the board of directors of Volonteurope, we are part of Points of Lights (main volunteering network in the USA) and we are partners of the Global ProBono Network and IAVE (global volunteering network). We share, collaborate, learn and improve, in a network, bringing more value to everything we propose.
- ✓ We participate in European Projects, joining the common spirit of developing and advancing the policies of the European Union, contributing to achieve the objective of the Common European Research Area.



We don't love what we do, we are passionate about what we do. Because we see with our own eyes not only the power of social transformation that it could have, but the **impact that each of our actions generates**. We always try to transmit this passion in everything we do, and to spread it.

## Guidelines for action

- ✓ We provide motivating, inspiring and cohesive encounters for our team and our main stakeholders.
- ✓ We collaborate with different universities offering internships and final degree projects to future professionals so that they can learn and be infected by a transforming entity such as ours.
- ✓ We participate in national and international meetings to disseminate the importance of strategic corporate volunteering as a driver of social transformation.
- ✓ We generate spaces of coexistence outside the workplace to get to know each other better and grow together.
- ✓ We encourage personal and professional growth as a source of motivation
- ✓ **We celebrate successes together.**



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