

Nagar Veer Volunteer Code of Conduct

Issued by CATCH Foundation

Introduction

The Nagar Veer program is a citizen-led initiative by the CATCH Foundation aimed at environmental stewardship across urban and rural India. Every registered Nagar Veer is a representative of our collective mission to protect trees, water bodies, public spaces, and the natural ecosystems of our cities and villages.

By enrolling in the Nagar Veer program, each volunteer agrees to abide by the following Code of Conduct. This code ensures a safe, respectful, and effective environment for all participants and stakeholders. **Any violation of this Code of Conduct may result in disciplinary action, including removal from the Nagar Veer program.**

1. Core Values

All Nagar Veers shall uphold and demonstrate the following values in letter and spirit:

- **Seva (Selfless Service):** Volunteer without expectation of personal gain.
 - **Samarpan (Dedication):** Fulfill duties with sincerity and responsibility.
 - **Shraddha (Respect for Life):** Show care and respect for people, nature, and communities.
 - **Sahyog (Cooperation):** Work harmoniously as part of a team.
 - **Sankalp (Resolve):** Take ownership of the environment and drive positive change.
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2. Online Conduct (e.g., WhatsApp Groups, Email, Social Media)



Expected Behavior

- Use official groups **only for volunteer-related updates, coordination, and action items**.
- Communicate respectfully and professionally with all members.
- Share only **relevant, verified, and non-sensitive** content.
- Contact coordinators privately for personal queries or issues.
- Maintain digital hygiene and avoid excessive messaging.

Unacceptable Behavior

- Sharing jokes, forwards, or unrelated content.
- Posting political, religious, or divisive messages.
- Using the platform for criticism, venting, or arguments.
- Tagging admins unnecessarily or spamming the group.

Think before you type: *Will this help the mission or distract from it?*

3. On-Ground Behavior (During Events & Activities)

Expected Behavior

- Be punctual, wear your official ID or t-shirt, and participate with discipline.
- Follow the instructions of your city/state coordinator or team leader.
- Respect teammates, community members, vendors, and local customs.
- Keep the surroundings clean; leave no litter behind.
- Prioritize safety — yours, others', and the environment's.

Strictly Prohibited

- Smoking, drinking, or consumption of intoxicants at any site.
 - Use of abusive language or unruly behavior.
 - Taking unauthorized photos/videos of people, especially minors.
 - Leaving the site mid-activity without informing the coordinator.
 - Any form of discrimination based on caste, religion, gender, class, or region.
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4. Communication and Public Representation

Do

- Represent CATCH Foundation and Nagar Veer with humility and pride.
- Share the program's purpose when asked, without exaggeration.
- Report suggestions or concerns through proper channels.

Don't

- Speak to media, donors, or institutions as an official spokesperson without prior written approval.
 - Disclose internal communications or unverified information.
 - Engage in gossip, blame, or criticism of team members.
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5. Confidentiality and Use of Resources

- Volunteers must **handle tools, equipment, and information with care** and integrity.
- Resources provided must not be misused or taken for personal use.

- Any confidential data (e.g., personal info of beneficiaries or volunteers) must be protected and not shared outside the program.
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6. Zero Tolerance Policies

The following will result in **immediate disqualification** from the Nagar Veer program:

- Acts of violence, harassment, or abuse.
 - Theft or intentional damage to public or private property.
 - Misrepresentation of the program or misuse of the Nagar Veer name.
 - Repeated violations after prior warnings.
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7. Disciplinary Action Framework

In case of any breach of conduct, the following measures may be taken:

1. **Verbal or written warning** from the city/state coordinator.
2. **Temporary suspension** from volunteer activities.
3. **Permanent removal** from the Nagar Veer program and all related groups.

Final decision rests with the authorized representatives of the CATCH Foundation.

8. Commitment to the Cause

As a Nagar Veer, you are not just joining a program — you are becoming part of a larger movement to protect India's environment, culture, and future. Let us embody the highest standards of ethics and responsibility in every word and action.

Declaration

By registering as a volunteer, I confirm that I have read, understood, and agreed to follow the Nagar Veer Code of Conduct. I accept that failure to comply may result in my termination from the program.