

**HFN Hub Standards of Conduct**  
**(excerpt from HFN 2022 Policy Manual)**

All Honor Flight Hub leaders, board members, and volunteers (collectively, for the purposes herein, “HF Volunteers”) are expected to provide an exceptional experience for Honor Flight’s program participants by maintaining high standards of conduct including self-control and responsible behavior, consideration for the physical and emotional safety and well-being of others, and the courtesy of treating all others with a sense of dignity, respect and worth. This expectation applies not only to the treatment of veterans and guardians, but also other Hub leaders and volunteers, DC-based airport coordinators and ground crew, HFN staff and Board members, staff at the memorials, National Park Service (NPS) and Arlington National Cemetery (ANS), members of the general public, and any other organizational or site officials.

**Principle One – Foster a Community of Respect**

All HF Volunteers are expected to engage in and promote a community of respect for honoring our nation’s veterans. HF Volunteers are a reflection of the Honor Flight brand and, as such, HF Volunteers are expected to treat others with respect, courtesy and dignity at all times. The baseline standard of respect includes, but is in no way limited to:

- Following all rules and guidelines set forth by HFN HQ, ‘home’ and DC-based airport personnel and TSA, airline representatives, DC-based airport coordinators and ground crew, memorial/NPS/ANC staff, and other figures of authority.
- Displaying respect and courtesy (both through your conduct and written or spoken words) for staff, volunteers, program participants, and others at all times.
- Acting with integrity and being respectful of the broad range of beliefs and backgrounds of all who are served by or who are supporting the Honor Flight program/mission.
- Avoiding foul and/or offensive language at all times – both verbally and in writing. This includes avoiding rude or off-color jokes, rhetoric, and quotes.
- Maintaining confidentiality and privacy of veterans, guardians and other volunteers. HFN does not permit the sharing or selling of any personal information including names, emails, phone number, etc., of veterans, guardians, volunteers or others that participate in any way with the Honor Flight program.
- Taking responsibility for your actions, admitting mistakes, and building trust by being responsive and reliable.

HF Volunteers are required to maintain a spirit of collaboration and professionalism. If a dispute or conflict arises, HF Volunteers are expected to work respectfully and professionally with colleagues, other Hubs, and other volunteers, as applicable, to resolve the conflict.

## **Principle Two – Prioritize Health and Safety**

The health and safety of all program participants and volunteers is a top priority for all Honor Flight activities. HF Volunteers should observe safe habits and be aware of the safety of others while participating in Honor Flight activities. Unsafe conditions or behaviors should be reported to the Hub leader or a volunteer team lead, as appropriate.

*Safety at the Airports.* Airport terminals, entry and exit points, and other public spaces can be extremely crowded. All HF Volunteers are strongly encouraged to act in a safe and responsible manner when carrying out Honor Flight duties in crowded public spaces. While it is understandable that coordinating inflow and outflow of program participants in these crowded spaces can be stressful, the use of foul language, an unreasonably harsh tone, or screaming/yelling at others will not be tolerated. All HF Volunteers must adhere to directives from airport operations staff, TSA, airline personnel and other key stakeholders – including adhering to all local, state and federal health and safety practices. These individuals are the ultimate authority regarding airport conduct and operations.

*Safety at the Memorials.* As with the airports, HF Volunteers must act in a safe and responsible manner while carrying out Honor Flight duties transporting to and visiting at the memorials. The memorials can often be crowded and weather may be uncooperative – however HF Volunteers are expected to act responsibly and avoid foul language, an unreasonably harsh tone, or screaming/yelling at others. All HF Volunteers must adhere to directives from memorial staff and/or representatives of the National Park Service, as applicable.

*Mental and Emotional Well-Being.* In addition to physical safety, the mental/emotional safety and well-being of all who partake in the Honor Flight experience is of paramount importance. HF Volunteers must be considerate of the emotional well-being of those around them, including honored veterans, guardians, volunteers including DC-based volunteers, bus drivers, and others. Harsh or foul language, rude behavior and a negative attitude have no place in the Honor Flight experience.

## **Principle Three – Be a Good Ambassador of the Honor Flight Brand**

All HF Volunteers are stewards of the Honor Flight brand. You are expected to act with respect for the mission, the community, the organization and its work. All written and verbal communications should be professional, courteous and appropriate. HF Volunteers should also be mindful of how they represent the Honor Flight Network and their Hub on their personal internet, social media and networking accounts. HF Volunteers should never post confidential or private personal information about program participants online including, but not limited to, information relating to the health condition of any particular participant, without the express written consent of that individual.

## **Principle Four – Promote a Spirit of Gratitude**

HF Volunteers should maintain a spirit of thankfulness and gratitude toward those the Honor Flight mission supports and those who support the Honor Flight mission. Honor Flight embraces and encourages a spirit of gratitude not only as to our program’s honored veterans, but to all others who serve the mission of the organization.