

CODE OF CONDUCT

Introduction

Working in the humanitarian field brings multiple challenges. To ensure our positive impact and avoid tensions, misunderstandings, or the misuse of power, we all must agree and adhere to certain rules.

The Code of Conduct contains the fundamental humanitarian principles and forms the basis of our work. It aims to protect everyone involved in the projects of selfm.aid from any form of harm, ensure an atmosphere of inclusiveness and fairness and create an environment of respect and teamwork, where everybody can feel safe and unfold his or her potential.

Do not Harm – consider the potential consequences

- The principle of “do no harm” obliges everybody involved in humanitarian work to **prevent and mitigate any negative impact** of their actions on affected populations.
- We are all asked to adopt the ‘do no harm approach’ in both **professional and social environments**, and to **consistently assess the implications and potential consequences** of our actions for ourselves as individuals, for people on the move and for their respective organizations.
- We must be conscious of the social, cultural and professional contexts we are working in, particularly the interactions with people on the move, and **work within the necessary professional boundaries** that ensure we can provide principled, accountable and high-quality humanitarian aid.

Accountability

Everybody at selfm.aid is responsible and accountable individually and collectively for their behaviors and standards. If we have clear information that someone working for selfm.aid has breached any of the following provisions, this will be discussed directly, confidentially to seek clarification.

The breach may lead to a first warning or, in case of a severe breach to an immediate removal from the team. The color-coded system below will guide to understand the consequences of their actions.

- **YELLOW** - Warning
- **ORANGE** – Serious Warning
- **RED** – Dismissal

Feedback and Transparency

In the induction we will explain and discuss every paragraph of the Code of Conduct in detail and most of the content is common sense. But the trickiest question usually occur during the challenges of everyday work and the right answer might not always be easy to be found. Selfm.aid therefore encourages an open dialogue. We have always an open ear for questions and concerns.

If you are not sure whether your behavior or reaction to a certain event was appropriate, please always seek the dialogue with us. We prefer to review and discuss such situations together than to be informed about breaches of the Code of Conduct through a third party.

In a nutshell:

Always remember to **invest all your energy and ideas into the project** rather than in the relationship to single individuals. Like this you will help us to grow the structures we have in place to support each other – including all those who will follow in the future (and not just the few you have selected to support).

If you identify needs, bring them up in the team meetings and we can think about a possible solution for everyone (e.g., swimming class rather than private training / one for one project rather than private payments).

After all our stay we shall remember the SKILLS FACTORY as the place we liked to go to (external and community volunteers). Of course, this place only exists and is so admirable because of the individuals filling it. Always remember, that everyone is coming and leaving, but the SKILLS FACTORY might remain. By investing in it, you help us to keep and improve what's there and will stay rather than creating a loss.

1. Professional Relationships I (EXTERNAL - Locals and other Actors)

You are the face of selfm.aid - A good reputation and the cooperation with organizations and the different communities on Samos are crucial for our work. Therefore, we expect you to always maintain a high-level of respect and professionalism in all relationships.

Vathy is a small town (ap. 8'000 people), new faces are easily recognized, and our actions and behavior will relate immediately to selfm.aid and the other NGOs. Therefore, always be polite and respectful to the locals, the other organizations and the authorities. This also applies for driving.

- 1.1. Always uphold and observe the local law and the rules and regulations set by the Greek government. **RED**
- 1.2. Always drive carefully, respect the speed limits and never ever drink or drug and drive! **RED**
- 1.3. Maintain a professional working relationship with the authorities and respect their commands. **ORANGE**
- 1.4. We expect you to maintain good working relationships with the governmental bodies and all other actors, including international organizations (like UNHCR or MSF) and grassroots like selfm.aid. You are asked to remain professional, promote a positive working culture, and offer constructive feedback, refraining from making negative comments about other organizations. **ORANGE**

2. Professional Relationships II (within the SKILLS FACTORY)

- 2.1 Every individual must be treated with dignity and respect. We do not tolerate any form of discrimination (language, nationality, religion, sexual orientation, physical or mental disability, or other). **ORANGE**
- 2.2 Respect ALL our participants. **Never withhold** humanitarian assistance, **nor give preferential treatment**. Never abuse the power and influence, carried by virtue of the respective position, over the lives and wellbeing of others. **ORANGE**
- 2.3 Be aware of and respect the cultural differences. It is not our role to try and assimilate or actively introduce anyone to any perception of "Western Culture". **YELLOW**

- 2.4 Although we will automatically develop trust and cooperation in our working relationships with people on the move, we must **respect the necessary professional boundaries** and the remits of their role for safety and security purposes, and to reduce the potential for harm. **YELLOW**
- 2.5 Do not agree to meet after work. Maintain the boundaries and invest your energy into the project – so it is accessible for everybody, including all the people who will follow in the future and not only for a few, you have selected. **YELLOW**
- 2.6 Never give false promise or answer to a question if you are unsure. We are not qualified to give any information or advise about asylum procedures, duration of residence, medical questions, or similar inquiries. Communicate that you do not know but will get back to the person and we can discuss where to refer him or her to (on Samos there is a large variety of different services for many purposes, and we can always refer someone to get the information or the treatment she or he is asking for). **YELLOW**
- 2.7 Rumors are spreading fast and without control among the communities and in the camp, thus they can have a large and sometimes unintended impact. So please, never spread information you are not sure about. When in doubt, always contact someone from selfm.aid. **YELLOW**
- 2.8 Please always remember that the people on the move we work with may have had traumatic experiences and may still experience repercussions from these. Therefore, we must avoid questions of a sensitive nature since this can result in lasting damage when not professionally handled. **YELLOW**
- 2.9 Never engage in an emotionally or financially exploitative relationship. **RED**
- 2.10 Sexual and romantic relations between volunteers and participants are prohibited, on the basis of recognizing the possibility of exploitative behavior. Create and maintain an environment that prevents sexual exploitation and abuse, abuse of power and corruption, and promotes the implementation of this Code of Conduct. **RED**
- 2.11 Never engage in any sexual activity with children and minors (persons under the age of 18) regardless of the age of majority or age of consent locally. Sexual activity with children and minors is strictly prohibited. Mistaken belief in the age of a child or minor is not a defense. We will in any case initiate legal action. **RED**

3. Professional Standards at Work / Safety

We are all here for the same reason: Because we are interested in handicraft and want to learn from each other. We believe in a common solution and expect you to meet your team members on eye level and to be open to learn from each other.

- 3.1 To keep the project alive is hard work and we need everyone to support each other. We expect you to take your role seriously and engage at any time in the most professional way. **YELLOW**
- 3.2 Our team is our capital. Make sure to be fair and supportive at any time. Participate actively in team meetings, be on time, or let us know immediately. Be available during the working day and make the team aware if you must leave your shift. **YELLOW**
- 3.3 We expect you to meet everyone you are working with on eye-level, regardless of his / her background or culture. The core value of the SKILLS FACTORY is that we are open to learn

from each other and expand our horizons rather than teaching/enforcing our perception of the “right way” to do something. **YELLOW**

- 3.4 In the SKILLS FACTORY we must make sure always to wear appropriate safety-clothing and take the necessary precautions to protect ourselves from potential threats in the workshops. **ORANGE**
- 3.5 The usage of our machines is only allowed after the according instruction and always in respect of the necessary safety measurements. **ORANGE**
- 3.6 Working in the SKILLS FACTORY under the influence of alcohol or any other substances puts everyone in danger and is therefore strictly prohibited. **RED**
- 3.7 Unauthorized removing, stealing or selling of any items, properties or money from the SKILLS FACTORY is not tolerated under any circumstances. **RED**

4. Photography / Social Media

- 4.1 All individuals must be treated with dignity and have the right to privacy. Please be aware that photography within camps and other housing sites is largely discouraged and may result in equipment being confiscated by authorities. **ORANGE**
- 4.2 Photography of any individual must only be made and/or shared with the explicit, informed consent of that individual. This mutual rule applies for everyone. Always double check if they really feel comfortable with it and don't feel pressured to do so, because they want to show their respect to us. Also be ware, that the publication of any identity can potentially be very dangerous for our participants. **RED**
- 4.3 For safeguarding reasons, we are prohibited from taking and/or sharing photos of minors without explicit written parental consent. **RED**

5. Confidentiality

- 5.1 Always protect the data of our participants, you might get access to while working in the Skills Factory. Do not store sensitive data on your personal devices. A publication of names, dates or pictures can potentially be very dangerous. **RED**
- 5.2 Sensitive and private information relating to the work of any humanitarian group and/or other volunteers, must not be shared irresponsibly i.e. in a public forum, such as social media or a public space. Such information includes confidential staff details, meetings, funding, etc. If unsure whether something is of a sensitive nature and should be shared or not, please check with us before sharing. **ORANGE**
- 5.3 Before sharing information or publishing material in any form of media, you are asked to take the necessary precautions to protect our participants identity and dignity. Even after your stay, we highly recommended to double check with selfm.aid before any publication. **ORANGE**
- 5.4 Selfm.aid is fostering a culture of transparency and shared knowledge. Every material that is classified as “open source” by the organization can be shared and used by everyone during and after the assignment.

6. Welfare

- 6.1 Please do not underestimate the effects humanitarian work has on all of us. Take your mental and physical well-being seriously. We ask you to take care of yourselves and engage actively in the offered self-care activities of selfm.aid.
- 6.2 You are asked to take at least two days off a week. If you are staying for a longer term, you will be required to take a minimum of 14 consecutive days break for every 3 months of your stay. We will schedule these breaks already when you start your assignment with selfm.aid.
- 6.3 If you don't feel well and need additional breaks or talks, let us know at any time. We are here to support each other and there is always someone covering you if needed.

7. In case of emergency

Since we are working in a fragile context, we need to be ready for emergencies at any time. Please always have the emergency contacts with you (Police, Ambulance, Hospital) and make sure you have enough credits to call.

- National emergency center: 166
HOSPITAL OF SAMOS ("AGIOS PANTELEIMON"): +30 22730 83100
- Police Emergency Number: 100
POLICE DEPARTMENT OF SAMOS: (+30) 22730 22100, (+30) 22730 87315
- Fire Department: 199
FIRE DEPARTMENT OF SAMOS: (+30) 22730 22199, (+30) 22730 23062
- Coast Guard Emergency Number: 108
PORT AUTHORITY OF SAMOS: (+30) 22730 27318

8. Reporting

If you find yourself in a situation where you feel uncomfortable with the behavior of a person, who is approaching you physically or in any other way you feel is inappropriate: let the person know how you feel (if you can) and immediately consult us, the project management of selfm.aid. The SKILLS FACTORY is a safe space for everyone and the wellbeing of all its participants is our highest priority!

If you observe staff or partners associated with selfm.aid breaching the code of conduct or concerns relating to the principles of "do not harm" please contact us, the project- and volunteer coordinator and or project management immediately.

- **Simone van den Akker** (skillsfactory@selfm.aid.ch)
- **Simon Bader** (simon.bader@selfm-aid.ch)
- **Julia Minder** (julia.minder@selfm-aid.ch)

If you don't feel comfortable reporting to the project management (for example if you feel that the report will not be taken seriously, or if they are implicated in the concern) you may report to any other appropriate staff member or the responsible person for HR and whistleblowing-concerns:

- **Mithat Foster** (hr@selfm-aid.ch)

For all other concerns and further details about the processes how selfm.aid is handling complains, please consider our whistleblowing policy.