

Code of Conduct

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Table of Content

I. PURPOSE AND PRINCIPLES
II. GUIDELINES FOR OUR TEAM
1.General
2. Professionalism
3.Values and Principles regarding beneficiaries
4.Working as a Team
5.Taking care of each other while working in exceptional circumstances
6.Expectations towards behaviour on Samos outside of work
7.Photography and Social Media
8.Confidentiality
9.Workspace and Housing
10.Remote Team Members who are not based on Samos
III.AGREEMENT

I. PURPOSE AND PRINCIPLES

The purpose of this Code of Conduct is to guard our team members' standards of behaviour in accordance with the values and mission of I Have Rights (hereinafter: IHR).

We trust in the judgement of our team members and we aim to hold up their autonomy. We believe however that as an organisation engaging with vulnerable individuals, we have a

responsibility to prevent any harm, intendedly or unintendedly caused by our own team members. We are also aware that the working environment of IHR can be challenging for team members. We aim to take responsibility for the wellbeing of all team members. As IHR we commit to a set of values stated in our Founding Statement. We aim for our organisational practice to be in line with these values.

We believe that explicitly defining the expectations we have regarding the behaviour of our team members creates transparency and predictability. All new team members therefore must confirm their knowledge of this Code of Conduct by signing the Volunteer Agreement upon their arrival in IHR.

II. GUIDELINES FOR OUR TEAM

General

- 1
 - Team members are expected to be aware of the Founding Statement of IHR.
 - Team members adopt and implement the therein stated values and principles into all their actions and decision-making.
 - Team members are expected to reflect on and act with awareness towards power imbalances and their own position.
 - Any form of discriminatory behaviour, such as racism or misogyny is considered a severe breach of our organisational values.
 - Team members are expected to respect the boundaries of all individuals within and outside the working environment of IHR. Any incident of sexual or general harassment will be considered a severe breach of our organisational values.

Professionalism

- 2
 - Team members are expected to responsibly fulfil their tasks in IHR. This includes specifically

being on time, well-rested and sober during working hours.

- Team members are expected to refrain from working when sick or unwell and to inform the team with due diligence when unable to work.
- Team members are expected to wear appropriate clothing during work.
- The [Legal Counselling Policy](#) should be followed while conducting appointments with beneficiaries.
- Team members are expected to provide the highest quality of legal support to every beneficiary in a non discriminatory manner. The quality of the provision of legal information must always have priority over quantity.
- Team members must refrain from providing information or service that is outside the realm of our scope of work and their training and expertise. Specifically, team members should refrain from giving unqualified medical advice as well as information that may be used to inform about illegal activities.
- Team members shall not use their private email addresses and phone numbers in regards to working with beneficiaries.
- All team members must maintain good working relationships with other actors in the organisation's environment such as staff, donors, consultants, partners, other actors on Samos, local authorities, etc.
- Sexual and/or romantic relationships between volunteers and coordinators of the same team should be avoided. Although the organisation respects the privacy of its team members, we recognize the necessity to avoid the possibility of any sexual exploitation or abuse of power dynamics. IHR, therefore, reserves the right to take action in case of a relationship putting our integrity and/or operations at risk.

Values and Principles regarding beneficiaries

- Team members must treat all individuals searching for legal support at IHR with dignity and respect. Any team member conduct that is degrading, discriminatory or harmful to beneficiaries will not be tolerated.
- Team members agree to respect cultural differences and incorporate appropriate cultural sensitivity into their decision making and behaviour. This includes consideration of the cultural and social background of beneficiaries in the use of language and terms.

- Team members are expected to refrain from wording and framing our activities as “help” or “helping”. Instead, all team members should acknowledge that IHR’s mission is to empower and support beneficiaries to reach their own goals.
- IHR commits to providing the same service to all beneficiaries in a non discriminatory manner. Personal sympathies should not influence the quality of the service IHR and our team is offering.
- Team members are expected to be biased in favour of IHR’s beneficiaries and to generally refrain from any judgement on their actions or beliefs. If one or multiple team members have major concerns in counselling an individual for legitimate reasons, the personal boundaries of our team members are to be respected. In such exceptional circumstances, the team may accordingly inform the individual that IHR cannot offer their services to them. Legitimate reasons may be that the individual has committed serious criminal offences or behaved inappropriately in an appointment with IHR.
- Team members may not trade or exchange favours, goods or services with beneficiaries.
- Although team members will seek to develop trust and cooperation in their working relationships with service users, they must respect the necessary professional boundaries and the range of activities of their role for safety and security purposes, and to reduce the potential for harm.
- Team members must maintain a high level of professionalism in all relationships with beneficiaries. Legal advice should not be given to beneficiaries who are friends.
- Team members should not invite beneficiaries to their accommodation/ housing.
- Sexual relations between team members and beneficiaries of IHR are strictly prohibited, on the basis of recognizing the possibility of exploitative behavior. This applies even when a beneficiary is a consenting party. Team members must recognize that they are in a position of trust, which makes it impossible to avoid the context of a disproportionate power balance and can put the beneficiary at risk of harm. Under no circumstances will this be tolerated.
- If uncomfortable or unsure about a working relationship with a beneficiary, team members should seek advice from their fellow team members or coordinator(s).

4

Working as a Team

- We expect IHR’s team members to work together as a team, engage in a constructive

teamworking process and to participate and engage in conflict resolution processes when initiated by IHR.

- Team members are expected to work according to the values of accountability, transparency, and reliability.
- Team members are expected to provide proper documentation of their work and to commit to a handover of their tasks when leaving IHR.
- Team members are aware of the commitment of IHR to low hierarchies, and collegial and common decision making and promote these values within their own responsibilities.
- Team members are encouraged to engage in an open-minded learning process within their team in accordance with our Guideline of Giving and Receiving Feedback.
- Team members are expected to respect the decisions that have rightfully been made by any organisational body.
- Team members are expected to use English within all work-related communications.

Taking care of each other while working in exceptional circumstances

5

- All team members share a responsibility for the wellbeing of other team members.
- All team members must be aware of the organisational tools of IHR for mental health protection.
- Team members are expected to promote sustainability of the workload of the team.
- Team members are expected to abide by the working hours of their contracts.
- Availability for work, or to discuss work-related issues after-hours is not expected.

Expectations towards behaviour on Samos outside of work

6

- Team members are expected to abide by all applicable national and international laws of Greece, Germany, or the EU. Team members should not engage with or support unlawful actions. This includes consumption, or exchange of illegal substances or drugs.
- Team members are expected to meet local civil society with respect and to acknowledge Greek culture.

- Team members should be aware that taking pictures of authorities or governmental institutions without authorisation can constitute a criminal offence in Greece.
- Team members are expected to be aware of their (indirect) representative role on Samos and that their behaviour might have implications on IHR also outside of work.
- Team members must not engage in projects and tasks regarding potential beneficiaries that are outside of their role, without prior consultancy with the team and their coordinator(s).
- Team members must refrain from promoting their own, personal agendas if they do not align with the organisation's values or goals. This is especially pertinent regarding the spread of personal ideologies regarding e.g. political, religious or similar convictions.

Photography and Social Media

7

- Team members should never keep any information or documents about legal cases or any sensitive data on their private phones. If photographs/scans of internal documents have to be taken with a private phone due to technical reasons, the data must be transferred to the Case Management System as soon as possible and then deleted from the private phone.
- Team members are not allowed to take photographs of beneficiaries without permission. We aim to protect the privacy and safety of our beneficiaries.
- Team members don't publish any internal information about legal cases or any sensitive personal data on their private Social Media Accounts. If a beneficiary explicitly wants to share their story, team members will contact the Project Coordinator or the Advocacy Coordinator to do so via the organisational Social Media Channels. We never publish photographs of underaged children or vulnerable people.
- Beside the privacy of the beneficiaries, team members will also respect the privacy of the rest of the team and only publish pictures with permission of the pictured person.

Confidentiality

8

- Team members are expected to abide by all our organisational regulations on data protection and confidentiality.

- Team members must never share any piece of information (including pictures, videos and audio recordings) that could be used to harm or identify a beneficiary without explicit permission to do so by both the individual in question as well as a coordinator.
- While working with us, team members may come into possession of sensitive information regarding the lives of IHR's beneficiaries or team members. Such information must never be shared publicly and is to be treated with the utmost discretion.
- If a volunteer believes that the information, they have obtained should be shared with others nonetheless (e.g. if it is information raising concerns about an individual's safety or wellbeing), they shall do so only by means of private disclosure to a coordinator, the Mental Health Task Force or the Safeguarding and Wellbeing Officers. Information of this nature will remain confidential even after the volunteer placement may have ended and will only be shared and/or escalated based on necessity and appropriateness.
- Sensitive and private information relating to our operations and/or the individuals partaking in them must not be shared publicly. Such information may include e.g. confidential details on our staff and volunteers, our financial setup and the specific contents of our meetings.
- While team members inevitably hold a limited representative function by engaging in publicly visible work, they should refrain from representing IHR to the media or any other professional settings unless this has been discussed within the Coordination Group.

Workspace and Housing

- Team members are asked to be considerate of the needs and well-being of their fellow team members during working hours as well as within the shared accommodation provided for by IHR. This includes e.g. respecting night times.
- Respectful and considerate behaviour towards the landlord and the neighbours is expected.
- All areas our team works, lives and/or socialises in are to be kept tidy and cleaned regularly. The workload of such care taking should be shared equally within the team and with special sensitivity towards gender specific power dynamics.
- Team members are expected to take care of furniture and household items in the office as well as in the shared volunteer housing.
- Team members must refrain from feeding stray animals in proximity of the accommodations and workspaces of IHR. Stray animals may not be taken into shared accommodation or

workspaces of IHR.

- Team members should be aware of their use of electricity, by e.g. switching off the boiler and lights when not needed.

Remote Team Members who are not based on Samos

All guidelines mentioned above, along with any other relevant policies, continue to be applicable to offsite and remote work locations, provided they are reasonable and feasible in those settings.

- Work-Home Balance

- As the line between "Work" and "Home" diminishes in remote working, remote team members should not work more than their assigned hours according to their contract or agreement. We encourage team members to find suitable tools to make a clear cut between the two spheres.
- We encourage team members not to answer any emails or messages if you are not working, even when you are in your working space.

- Virtual Meetings

- Meetings should be conducted in a private place to the extent possible in order to protect the confidentiality of the information shared in the meeting.
- Turning on video is encouraged.
- The dress code should also be maintained in virtual meetings. While IHR will not interfere with your clothing choices, it is required that you would be in acceptable and respectful clothing as you would in the office.
- Avoid multi-tasking. Team members should give your full attention to the meeting as if you are face to face.

- Communication with other members

- It is important to be more aware of the tone of messages and emails, as tone can easily be lost in virtual communication.
- It is important and encouraged to be more communicative regarding your working hours and work capacities with other team members. It is advised to be more patient in getting responses, as team members might have different working hours.
- Communication with third parties
 - In case a team member is engaged with another organisation in a similar field as IHR, they must communicate that, in order to eliminate and resolve any conflicts of interest.
- Interpersonal Relations
 - Working remotely could lead to feelings of alienation from team members and the organisation, therefore, it is encouraged to participate in the open meetings and remote social events that are planned, such as the Friday Coffee, or to contact organisation members living close to you.
 - Although remote employees and volunteers are faced with less traumatic events than the team on the island, that does not diminish the importance of mental health and feelings. Therefore, it is encouraged to contact the Mental Health Task Force, or any other member of the team, and share your feelings.

III.AGREEMENT

By signing the Volunteer Agreement or working contract, team members agree to respect and uphold the values of IHR. Team members also agree to abide by all organisational guidelines and policies relevant for their work. The team member takes responsibility to inform themselves on the guidelines and policies relevant for their work. That includes all [Policies&guidelines](#) that can be found in this folder, but most importantly the followings:

- Founding Statement
- The Safeguarding Policy
- Mental Health Guidelines
- Guideline on Giving and Receiving Feedback
- Legal Counselling Policy

The team member takes responsibility to ask the appropriate coordinator if any questions on these guidelines or policies arise. The Safeguarding and Conduct Committee takes actions to enforce and implement this Code of Conduct and to react to any incidents of misconduct or incidents of concern regarding our safeguarding policy involving any of our team members.

Team members are aware that IHR is not responsible, or liable for their safety and wellbeing. While IHR will do everything in its power to establish and maintain a safe and welcoming working environment, any harm or damage caused by a team member is ultimately their responsibility.

[Find all Policies in the General Policy-Folder on the IHR-Drive](#)

Feedback

Have you got feedback, comments, or criticism regarding this document?

Let us know at info@ihaverights.eu

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