

Last revised 22 September 2023, Board

## Code of Conduct Project Team

**We expect the core principles of Be Aware and Share (hereafter BAAS) to be upheld by all individuals working with the organisation at all times.**

We work for a more socially just and integrity-based approach to and for people in need. The aim of BAAS is to contribute to a peaceful, solidary and mutually inclusive society. We are committed to sharing resources and knowledge across cultural boundaries, prejudices and material inequalities. BAAS stands for the idea that a successful and peaceful future for our societies is only possible through the full potential and voice of all their members. Our work is politically independent, transparently funded and supported by donations.

### 1 General Working Guidelines

- Respect the work schedule in order to minimise disruption to operations.  
If you are running late to a shift, you will be expected to inform the coordinator on shift as early as possible.
- Do not invite other individuals or organisations to engage in our work without the permission of a coordinator.
- Do not give any advice on legal, medical or psychological matters.  
Always refer such queries to the coordinator on shift who will connect the individual with the designated organisations and authorities.
- Do not transport any of our participants or participants of other organisations.  
**This may result in human trafficking charges.**  
If asked to transport volunteers of other organisations, ensure that they have the required legal documents/status.

- Do not share private or confidential information relating to the organisation or any of its team members, partners or stakeholders e.g. locations, personal data, financial data, unannounced strategies. Please ask a coordinator if you are unsure what information should or should not be shared. You can always share the BAAS Ioannina Phone number if you are unsure: **+30 697 661 24 98**
- Always be respectful towards the people we engage with and the rest of the working team, if issues arise choose an appropriate time and place for further discussion.

## **2 Neutrality and Conflict of Interest**

- Treat all people impartially, respectfully, and humanely regardless of nationality, race, gender, age, ability, sexual orientation, religion, political opinions etc.
- Engaging in intimate relationships with the participants, particularly sexual, romantic, or financial ones, can have severe consequences for all parties engaged. This extends to community volunteers, who are also participants of the centre. When an individual is dependent on you for their food, clothing, hygiene items, laundry, shower facilities, etc. there is an unequal distribution of power in the relationship. It is important to remember that whilst you can go home at any point, the people we serve cannot. If there are situations, where you perceive a shift (may also be unintentional) in your relationship with a visitor of the community centre, immediately search for a conversation with a coordinator. We ask you to understand the responsibility if you choose to engage in such a relationship and the fact that this leads to an **immediate termination of your work with BAAS.**
- Do not give extra aid, such as money or gifts, to any of the people we engage with. Do not accept any gifts either. When in doubt, check with a coordinator.
- Avoid physical contact beyond a handshake/fistbump with the people we work with. Acts like hugging may be read as favouritism & intimate engagement and are not appropriate in the workspace.

- Do not make promises or create expectations you cannot live up to. This can lead to disappointment for individuals which may have heightened effects due to their precarious position. It also breaks the trust relationship between the organisation and the community.
- Do not ask questions or initiate dialogue about a person's past, journey, or current situation. Not only are these highly personal questions which are inappropriate to ask, but they can bring up past trauma which you, and we as an organisation, are not equipped to deal with professionally.

### 3 Confidentiality and Social Media

- Volunteers should not take photos of or with participants of the project unless they are responsible for Public Relations and are therefore familiar with the social media policy.
- When sharing your experiences on social media or blogs, make it clear in the post that the words are your own and are not representative of the organisation.
- If you want to share your experiences with the media please ask permission from the coordinators **beforehand**.
- We especially ask that people don't post political beliefs or write about police or authorities as or on behalf of BAAS. This may put other team members, participants & operations at risk.
- Volunteers may come into contact with sensitive information in relation to the lives, identities, and needs of their colleagues, the people we work with, or other vulnerable persons. Such information should be treated with discretion and not shared publicly with the media or on social media platforms and blog sites. If you believe this information may have a negative or harmful impact on the welfare and safety of the concerned party or any other individual/group/project, we ask that the information is **privately disclosed to a coordinator**.

- Do not exchange your personal data such as social media profiles or phone numbers with the people we work with. If you wish to do so after, be aware of the message you are sending and your commitment to keeping up communications with that person. The exception to this is with community volunteers, who are an integral part of our team.

#### 4 Illegal and Unethical Activities

- Volunteers must not engage in any illegal activities, unethical activities or any activities that contravene human rights. This includes consuming any illicit substances whilst working or in the workplace or in the apartments. Consumption of alcohol is prohibited whilst working or in the workplace.
- Do not moralise or promote a particular religion or political stance whilst working for the organisation.
- Report any inappropriate or irresponsible behaviour from a volunteer that has a negative impact on you or the team to a coordinator immediately. If you see somebody breaking the Code of Conduct you are **obliged** to notify a coordinator – if you are not comfortable doing so in person, you can use the [Anonymous Incident Report Form](#).
- If you feel these incidents are not followed up on properly, please refer to our [Whistleblowing Policy](#) for the appropriate procedures.

## 5 Volunteer Wellbeing

- Look after yourself and your team. Self care is essential for this kind of work, as it can be emotionally, mentally, and physically draining at times.  
If you need more support or time off, communicate this with a coordinator.
- It is important that volunteers share a healthy relationship with each other to ensure that they feel comfortable and are able to deliver at their best performance. Volunteers must respect the personal boundaries of fellow volunteers. It is important to always be aware of these boundaries, and inclusive to others' opinions or beliefs in the workspace.
- Do not put yourself in danger when confronted with physical violence or any other kind of hazard - stay safe! Report incidents **immediately** to a coordinator.  
We ask you as a volunteer not to intervene but rather to stay out of the way and continue your job unless told otherwise.

**If you have any general inquiries or feedback that you don't feel comfortable sharing with the coordination team, you can always contact the board of BAAS via [board@beawareandshare.ch](mailto:board@beawareandshare.ch)**

Date & Place

Full Name & Signature Volunteer