

CODE OF CONDUCT

Definitions:

A.Ss.I.S.T. members or 'Team members' refers to all Partners, employees and volunteers currently responsible for the operations and services offered to clients: persons wishing to register for international protection, Asylum Seekers and Beneficiaries of International Protection (BIPs)

CCAC -

Clients: refers to all people benefitting from A.Ss.I.S.T. services: persons wishing to register for international protection, Applicants and Beneficiaries of International Protection (BIPs).

Legal Representative: person appointment to this position by the Partners. Current appointee confirmed by the Partners in a Partners Meeting on 15th December 2022.

Partners: form the governing body of A.Ss.I.S.T. and those persons mentioned in A.Ss.I.S.T. Statutes. Copy is available [here](#).

This Code of Conduct is to provide all members of the Asylum Seekers Information Services Team and A.Ss.I.S.T. Partners with guidelines for an acceptable standard of professional conduct.

The Code addresses in a concise manner the ethical responsibilities of all persons working with A.Ss.I.S.T. and encourages a high level of accountability and transparency in liaising with communities, other organisations and with government officials.

This Code, whilst having no legislative force, aims to be complementary to the provisions of all activities, contracts, agreements and regulations, entered into by A.Ss.I.S.T.

The Code provides a guide and a basis of expectations for all Team members and encourages a commitment to ethical and professional behaviour.

It is recommended that all new members of the A.Ss.I.S.T. team receive and sign a copy of this Code during the induction to processes and practices in place guiding A.Ss.I.S.T. operations and services.

COMMUNITY EXPECTATIONS

The A.Ss.I.S.T. Team performs services to the displaced people arriving on Chios Island, in Athens and more widely throughout Greece to people seeking international protection and to those already benefitting from international protection. The actions and behaviour of all A.Ss.I.S.T. members are likely to be closely monitored by the local communities of Chios, the local authorities and the asylum seekers and beneficiaries of international protection (BIP) themselves while living on Chios Island. Similarly, Team members actions and behaviours in Athens and, wherever our services may become known, will be the basis on which A.Ss.I.S.T.'s reputation will be founded.

In performing their roles and functions, the community expects that A.Ss.I.S.T members will:

- be committed to ethical behaviour,
- deal with all members of the public honestly, fairly and not to offend or embarrass individuals or groups,
- not discriminate against people on the basis of sex, sexuality, marital status, pregnancy, race, physical impairment, intellectual impairment or age,
- be aware of situations that may cause a tension between their public and private roles and in such cases give priority to the public role, and
- ensure that mechanisms are in place to deal promptly and efficiently with the handling of client and community complaints and concerns.

ROLE OF A.Ss.I.S.T. Members

All Team members should generally conduct themselves in a professional manner that reflects community trust and confidence in them as individuals and enhances the role and image of non-profit teams working within the local communities.

All Team members should be well informed about the roles, functions and processes of A.Ss.I.S.T. to effectively perform their contribution to :

- decision making within A.Ss.I.S.T.,
- compliance to policies and objectives; and
- the development of strategies to achieve the A.Ss.I.S.T. objectives.

A.Ss.I.S.T Partners and members should collectively monitor the overall performance of A.Ss.I.S.T. against the stated objectives

- ensuring accountability and sound financial management,
- representing the A.Ss.I.S.T. to the community and broader public,
- being aware of the statutory obligations imposed on A.Ss.I.S.T.members;
and
- undertaking appropriate professional development activities.

In fulfilling their various roles and duties, all members of the Team should focus on:

- knowing the A.Ss.I.S.T. program area(s) and the make-up of the

Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

community,

- cross-cultural competence in all aspects of fulfilling their duties,
- maintaining quality information services that are efficient and responsive to community needs, assisting in the formulation of activity plans,
- implementing plans developed and agreed by the leadership of A.Ss.I.S.T.,
- providing experience and expertise to assist the Team,
- being aware of policies and procedures in place, and
- undertaking appropriate professional development activities, including cross-cultural training when available and as appropriate.

RELATIONSHIPS

All Team members are required to work effectively together thus forming a cohesive Team. The teamwork of all A.Ss.I.S.T. members must be based on mutual respect and co-operation in order to achieve organisational and team goals and implement its policies.

To achieve a team work approach, all A.Ss.I.S.T. members need to:

- develop a mature and constructive working relationship based on mutual trust,
- establish an effective means of communication and be clear regarding the distinction in roles of volunteers, A.Ss.I.S.T Partners and Associates and how they work together for the benefit of the recipients of our services,
- accept that each Team member's role is an A.SS.I.S.T. representative at all times, when working and when off-duty,
- observe A.SS.I.S.T. policy and practice regarding the interaction with clients and local authorities,
- be aware that all Team members have a right to view and access information relative to matters being considered at all team meetings in order to undertake their responsibilities in an effective and appropriate manner,
- refrain from publicly criticizing individuals in a way that casts doubts on their competency and integrity,
- refrain from using their position to improperly influence an individual to gain an advantage for themselves or others, and
- escalate any issues or problems within the workplace following the process outlined in Conflict Management and Grievance Policy in order to achieve a quick, effective resolution of those concerns internally.

A.Ss.I.S.T. MEMBERS -CLIENT RELATIONS

All A.Ss.I.S.T. members undertake the following:

- not to abuse the power and influence that they have by virtue of their position in the lives and well-being of asylum seekers and other persons of concern.
- to never request any service or favour from asylum seekers and BIP or other persons of concern in return for protection or assistance,
- to never engage in any exploitative relationships – sexual, emotional, financial or

Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

employment-related – with asylum seekers and BIP or other persons of concern. ***Should a relationship with a beneficiary develop that may be considered non-exploitative and consensual, Team members undertake to report this to the Partners or the Legal Representative for appropriate guidance in the knowledge that this matter will be treated with due discretion. The Partner and the Team member have available to them normal consultative and recourse mechanisms on these issues.***

- To act responsibly when hiring or otherwise engaging asylum seekers and BIPs or other persons of concern for private services. Team members will report in writing on the nature and conditions of this employment to a member of the Board or a designated representative.

All team members are introduced to the Gender Based Violence (GBV) User Guide of the Inter-Agency Standing Committee (2018), and must be aware of the appropriate referral pathways. The GBV guidelines are available on the following link:

https://gbvguidelines.org/wp/wp-content/uploads/2018/03/GBV_UserGuide_021618.pdf

WORKPLACE BULLYING

A.Ss.i.S.T. will not ***in any instance*** tolerate bullying behaviour. Team members found in violation of this policy will be disciplined, up to and including termination.

DEFINITIONS

A.Ss.i.S.T. defines bullying as repeated, health-harming mistreatment of one or more people by one or more perpetrators. It is abusive conduct that includes:

- threatening, humiliating or intimidating behaviours,
- work interference/sabotage that prevents work from getting done, and
- repeated verbal abuse.

Such behaviour violates this Code of Conduct.

EXAMPLES

A.Ss.i.S.T. considers the following types of behaviour examples of bullying:

- **Verbal bullying.** Slandering, ridiculing or maligning a person or his or her family; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Cyberbullying.** Slandering, ridiculing or maligning a person or his or her family via text or voice message or on-line, persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks on social media.
- **Physical bullying.** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.
- **Gesture bullying.** Nonverbal gestures that can convey threatening messages.
- **Exclusion** Socially or physically excluding or disregarding a person in work-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace.

- Persistent singling out of one person.

Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

- Shouting or raising one's voice at an individual in public or in private.
- Using obscene or intimidating gestures.
- Not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting).
- Personal insults and use of offensive nicknames.
- Public humiliation in any form.
- Constant criticism on matters unrelated or minimally related to the person's job performance or description.
- Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.
- Deliberately interfering with mail and other communications.
- Spreading rumours and gossip regarding individuals.
- Encouraging others to disregard a supervisor's instructions.
- Manipulating the ability of someone to do his or her work (e.g., overloading, underloading, withholding information, setting deadlines that cannot be met, giving deliberately ambiguous instructions).
- Assigning menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas.
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave.
- Deliberately excluding an individual or isolating him or her from work-related activities, such as meetings.
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property).

Individuals who feel they have experienced bullying should report this to one of A.Ss.I.S.T.'s Partners or to another trusted Team member before the conduct becomes severe or pervasive. All Team members are strongly encouraged to report any bullying conduct they experience or witness as soon as possible to allow A.Ss.i.S.T. to take appropriate action.

SEXUAL HARASSMENT

The Asylum Seekers Information Services Team (A.Ss.I.S.T.) is committed to providing a safe environment for all team members and visitors to our premises, free from discrimination on any ground and from harassment at work including sexual harassment.

A.Ss.I.S.T. will operate with a zero-tolerance policy for any form of sexual harassment in the workplace, treat all incidents seriously, and promptly investigate all allegations of sexual harassment. Any person found to have sexually harassed another will face disciplinary action, up to and including dismissal from the Team. All complaints of sexual harassment will be taken seriously and treated with respect and in confidence. No one will be victimized for making such a complaint.

DEFINITION OF SEXUAL HARASSMENT

Sexual harassment is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated. It includes situations where a person is asked to engage in sexual activity as a condition of that person's employment, as well as situations which create an environment which is hostile, intimidating or humiliating for the recipient. Sexual harassment can involve one or more incidents and actions constituting harassment may be physical, verbal and non-verbal. Examples of conduct or behavior which constitute sexual harassment include, but are not limited to:

- physical conduct,

Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

- unwelcome physical contact including patting, pinching, stroking, kissing, hugging, fondling, or
- inappropriate touching,
- physical violence, including sexual assault,
- physical contact, e.g. touching, pinching,
- the use of job-related threats or rewards to solicit sexual favours,
- verbal conduct,
- comments on a worker's appearance, age, private life, etc.,
- sexual comments, stories, and jokes,
- sexual advances,
- repeated and unwanted social invitations for dates or physical intimacy,
- insults based on the sex of the worker,
- condescending or paternalistic remarks,
- sending sexually explicit messages (by phone or by email),
- non-verbal conduct,
- Display of sexually explicit or suggestive material,
- Sexually suggestive gestures,
- Whistling and
- Leering.

Anyone can be a victim of sexual harassment, regardless of their sex and of the sex of the harasser. A.Ss.I.S.T. acknowledges that sexual harassment may also occur between people of the same sex. What matters is that the sexual conduct is unwanted and unwelcome by the person against whom the conduct is directed.

A Team member, client, visitor, supplier and or trades person visiting an A.Ss.I.S.T. office or apartment who sexually harasses another will be reprimanded in accordance with this internal policy or banned from returning to our premises.

All sexual harassment is prohibited whether it takes place within A.Ss.I.S.T. premises or outside, including at social events, work-related trips, training sessions or conferences sponsored by A.Ss.I.S.T. Additionally, A.Ss.I.S.T. reserves the right to bring consequences against A.Ss.I.S.T. volunteers for allegations of sexual harassment that are made outside of the A.Ss.I.S.T. premises.

DRESS CODE

A.Ss.I.S.T.'s objective in establishing an appropriate casual dress code is to allow our employees to work comfortably in the office and when on duty outside the office. All Team members must project a professional image for our clients, other organisations, visitors to the A.Ss.I.S.T. Office and broader community of Chios. Casual dress is the standard for this dress code.

All casual clothing is not suitable for the office, these guidelines provide an outline of what is appropriate to wear to work. Clothing that works well for the beach, outdoor activities, dance clubs, exercise sessions, and sports contests is not appropriate for a professional appearance when providing services to A.Ss.I.S.T. clients.

Any clothing that has words, terms, or pictures that may be offensive to others is unacceptable. Sports team, university, and fashion brand names on clothing are generally acceptable.

Clothing that reveals too much cleavage, your back, your chest, your stomach, your shoulders, your
Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

knees or your underwear is not appropriate for working in the cross-cultural environment in which A.Ss.I.S.T. services are provided. When on duty with A.Ss.I.S.T., at the office, and when representing A.Ss.I.S.T. at meetings or visiting government offices, other organisations, this dress code must be observed.

COMMUNICATIONS AND PUBLIC RELATIONS

All aspects of communication by participants (including verbal, written or personal), involving the A.Ss.I.S.T. activities should reflect the status and objectives of the A.Ss.I.S.T.

Communications should be accurate and professional, in full compliance with the A.Ss.I.S.T. Client Services Charter and Handbook, available [here](#).

As a representative to the public, A.Ss.I.S.T. members are required to be responsive to community views and to adequately communicate the attitudes and decisions of the A.Ss.I.S.T. Partners. In doing so, A.Ss.I.S.T. members must acknowledge that:

- As a member of A.Ss.I.S.T. there is a respect for the decision-making processes according to the A.Ss.I.S.T. Statutes.
- Information of a confidential nature ought not be communicated.
- Information relating to decisions of the A.Ss.I.S.T. approvals or permits should only be communicated in an official capacity by a designated person of the A.Ss.I.S.T. team.
- Information concerning adopted policies, procedures and decisions of the A.Ss.I.S.T. is conveyed accurately.
- When addressing the community or the media¹, it must be made clear whether or not they are representing the A.Ss.I.S.T. in accordance with an adopted viewpoint or as a private individual.
- In expressing personal views, care is taken not to show disrespect for A.Ss.I.S.T., its decisions, decision making other Team members.

USAGE OF INFORMATION

A.Ss.I.S.T. members are often provided with information that is required to be handled in a sensitive or confidential manner.

The usage of A.Ss.I.S.T. information obtained through their role with A.Ss.I.S.T. for financial or other personal advantage is illegal.

All A.Ss.I.S.T. members are expected to:

- observe any legal requirements and any specific policies that the A.Ss.I.S.T. has on the use of A.Ss.I.S.T. information;
- be careful and prudent about how they collect and use confidential or controversial information; and
- balance the interests of the community and its right to information with the potential for significant damage to occur if confidentiality is not maintained in relation to information of documents that are or are likely to be determined by the A.Ss.I.S.T. to be confidential. A.Ss.I.S.T. volunteers will seek advice if they are uncertain as to the confidentiality of a matter. A.Ss.I.S.T.

Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

Volunteers and members are expected to:

- not use or disclose information in a way that may cause:
 - a. significant damage of distress to a person;
 - b. significant damage to the interests of the A.Ss.I.S.T. or a person; or
 - c. unfair commercial or financial advantage; and
- observe any order made by an A.Ss.I.S.T. Partner that a document is to remain confidential until such time as that order ceases to apply.

CONFLICT OF INTEREST

- A.Ss.I.S.T members are to ensure that there is no actual or perceived conflict of interest between their personal interests and the impartial fulfilment of their professional duties.
- A.Ss.I.S.T. members will not engage in private work with or for any person or body with an interest in a proposed or current commitment to A.Ss.I.S.T., without first making full disclosure in writing to the Partners or to the Legal Representative.
- A.Ss.I.S.T. members who exercise recruitment or other discretionary functions will make a disclosure before dealing with relatives or close friends and will disqualify themselves from dealing with those persons.
- An individual's rights to maintain their own political convictions are not impinged upon by this clause. It is recognised that such convictions are not a basis for discrimination, and this is supported by anti-discriminatory legislation.

DISCLOSURE OF INTEREST

A.Ss.I.S.T. members will disclose at the relevant meeting any interests which have the capacity to be in conflict with their public or professional duties.

PERSONAL BENEFIT

USE OF CONFIDENTIAL INFORMATION

A.Ss.I.S.T. members are not permitted to use confidential information in which to gain improper advantage for themselves or for any other person or body, in ways which are inconsistent with their obligation to act impartially, or to improperly cause harm or detriment to any person or organization or the broader local community.

IMPROPER OR UNDUE INFLUENCE

A.Ss.I.S.T. members will not take advantage of their position to improperly influence other volunteers in the performance of their duties or functions, in order to gain undue or improper (direct or indirect) advantage or gain for themselves or for any other person or body.

GIFTS AND BRIBERY

A.Ss.I.S.T. members will not seek or accept (directly or indirectly) from any person or body, any immediate or future gift, reward or benefit (other than gifts of a token kind, or moderate acts of hospitality) for themselves or for any other person or body, relating to their status within the performance of any duty or work which touches on or concerns A.Ss.I.S.T.

If any gift, reward, or benefit is offered (other than gifts of a token kind or moderate acts of hospitality), disclosure is to be in a prompt and full manner.

Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

CONDUCT OF A.Ss.I.S.T. MEMBERS

PERSONAL BEHAVIOUR

A.Ss.I.S.T. members will:

- act, and be seen to act, properly and in accordance with the requirements of the Greek law and the terms of this Code;
- perform their duties impartially and in the best interests of A.Ss.I.S.T. uninfluenced by fear or favour;
- act in good faith (i.e. honestly, for the appropriate, and without exceeding their powers) in the interests of the A.Ss.I.S.T. and the community;
- make no allegations which are improper or derogatory (unless true and in the public interest) and refrain from any form of conduct, in the performance of their official or professional duties, which may cause any reasonable person unwarranted offence or embarrassment; and
- act in a responsible and socially acceptable manner whilst on duty, including when travelling on A.Ss.I.S.T. business.
- observe the laws of Greece. In the unlikely event that Team members encounter conflict, volunteers are prohibited from engaging in verbal or physical confrontations.
- under no circumstances permitted to push their own agenda, whether that be religious, political or otherwise.
- not undertake tasks that are outside of their role or with other Organisations without the written permission of the A.Ss.I.S.T. Partners or Legal Representative. *For example, if a beneficiary approaches a Team member seeking legal information or advice, they must not proceed to advise on the topic, unless they are a member of a team distributing up to date, accurate legal information. Similarly, Team members should not offer medical advice unless they are a Greek-registered and practicing health professional. If requested to assist another NGO or Agency in the distribution of goods or to interpret on their behalf, this you may do outside A.Ss.I.S.T. working hours. You are free to do so, but not on A.Ss.I.S.T.'s behalf and not as an A.Ss.I.S.T. member.*

HONESTY AND INTEGRITY

A.Ss.I.S.T. members will:

- observe the highest standards of honesty and integrity and avoid conduct which may suggest departure from these standards;
- bring to the notice of the Partners any dishonesty or possible dishonesty on the part of any other Members or clients; and
- be frank and honest in their work-related dealings with each other.

PERFORMANCE OF DUTIES

A.Ss.I.S.T. members will, at all times, exercise reasonable care and diligence in the performance of their duties, be consistent in their decision making and treat all matters on individual merits.

A.Ss.I.S.T. members will always be as informed as possible regarding the functions of A.Ss.I.S.T. and treat all clients and members of the public honestly and justly.

LEGAL COMPLIANCE

A.Ss.I.S.T. volunteers will comply with any lawful order given by any person having authority to make or give such an order. Any doubts as to the propriety of any such order should be taken up with the Partners, or Team member who gave the order. If resolution is not achieved, the final decision will rest with the Partners.

Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

A.Ss.I.S.T. members will give effect to the lawful policies of the A.Ss.I.S.T. regardless of whether they agree with or approve of them.

ADMINISTRATION AND MANAGEMENT PRACTICES

A.Ss.I.S.T. members will ensure compliance with proper and reasonable administrative practices and conduct, and professional and responsible management practices

CONDUCT AT MEETINGS

A.Ss.I.S.T. members will not:

- text on their mobiles.
- obstruct or interrupt the proper conduct of the meeting,
- use indecent or offensive language,
- make a statement reflecting adversely on the reputation of the A.Ss.I.S.T. or any committee of A.Ss.I.S.T.,
- make an intemperate statement reflecting adversely on the character or motives of a member of the Team or of the Partners,
- refuse or wilfully fail to comply with a direction given by the Chairperson of the meeting.

A.SS.I.S.T. ASSETS AND RESOURCES

A.Ss.I.S.T. members will:

- be scrupulously honest in their use of A.Ss.I.S.T.'s resources and shall not misuse or permit misuse by any other person or body,
- use A.Ss.I.S.T. resources entrusted to them effectively and economically in the course of their duties,
- not use A.Ss.I.S.T. resources for private purposes, unless properly authorised to do so, and
- return to A.Ss.I.S.T. all assets (phones, computers, keys, etc.) provided to them in good condition and together with all accessories at the end of their Team membership.

ILLEGAL SUBSTANCES

- Buying, selling or provision of illegal substances is illegal in Greece. This shall be considered and reported as a criminal offense.
- The consumption of alcohol when on duty is prohibited.

RESTRICTIONS ON PHOTOGRAPHY (see also SOCIAL MEDIA POLICY)

- All individuals must be treated with dignity and have the right to privacy.
- Photography of any individual must only be made and/or shared with the explicit, informed consent of that individual.
- For safeguarding reasons, Team members are prohibited from taking and/or sharing photos of persons of concern, asylum seekers and BIP on social media.
- Photography in and around CCACs and other sites (if you happen to witness a landing on shore or at the Port) is prohibited and may result in equipment being confiscated by the Authorities. Photographs of Coast Guard and/or EU and Greek naval vessels are also prohibited.

Approved by A.Ss.I.S.T. Partners Monday, 03 April 2023.

COMPLIANCE WITH THE CODE OF CONDUCT

Compliance of all A.Ss.I.S.T. members with these standards of conduct should be monitored by all A.Ss.I.S.T. members.

Alleged breaches or failure to comply with the Code of Conduct that are not subject to laws of Greece should be dealt with internally by A.Ss.I.S.T. Where an alleged breach of the code is considered and found to be of substance, the breach should be reported on the matter for A.Ss.I.S.T.'s consideration.

Minor infractions of the Code of Conduct will result in written warnings duly placed on your file. *Minor infractions include, but are not limited to, non-attendance to scheduled activities, misuse and abuse of office equipment, failure to observe the dress code, social media and safety guidelines. Repeated infractions may lead to a request to leave the Team.*

Major infractions of the Code may however lead to an immediate demand to leave the Team. *Major infractions include, but are not limited to, engaging in exploitative relations with persons of concern, asylum seekers and BIPs, acts of violence, repeated threats towards others – verbal or written, theft or the abuse of power, breach of confidentiality.*

I have read and agree to adhere to the Code of Conduct as set out above.

Name (in full)

Signature _____

Witnessed by the Legal Representative

Name (in full)

Signature _____

