

Code of Conduct



As a Starfish volunteer, I _____ **commit to:**

- Work positively, constructively and with humanity to support refugees and colleagues to implement Starfish programs and fulfil its objectives
- Ask for help and support if I need it and solve problems positively
- Act ethically and within Greek and international law
- Consider people's diverse backgrounds when communicating, supporting, developing and delivering Starfish services as well as avoiding culturally inappropriate behaviour
- Act with integrity, compassion, honesty and equality and abstaining from any actions that would harm refugees or other persons of concern, or damage Starfish's reputation
- Show equal respect to all without distinction or discrimination based on nationality, race, gender, religious beliefs, sexual orientation, disability, age, class or political opinions
- Abstain from any behaviour or act that could be considered abusive, harmful, discriminatory, harassing or exploitative
- Understand that I am in a position of power relative to refugees and other persons of concern whose well-being may depend on the assistance Starfish and other organizations provide. Even seemingly consensual or non-exploitative relationships can do harm or be perceived by others in the refugee and humanitarian community, or the general public, as an abuse of power and trust or creating conflicts of interest.
 - I will not abuse the power, privilege and influence I have by virtue of my position over the lives and well-being of refugees or other persons of concern.
 - I will not request any service or favour from refugees or other persons of concern in exchange for assistance.
 - I will not engage in any relationship - sexual, emotional, or financial – with refugees or other persons of concern. If a situation arises that is unclear, it is the volunteer/employee's responsibility to seek supervision to resolve the issue.
- Report any disrespectful, discriminatory, abusive, or exploitative behaviour or concerns about co-volunteers or staff
- Work within a culture of 'Informed Consent'. All photos, reports, or media representing volunteers or refugees should be taken and used **only with informed consent** – and when the use and distribution of the photos is understood clearly by all
- Conduct media interviews as a Starfish volunteer only with permission of the Director or Trustees of Starfish
- Respect the confidentiality of refugees, Starfish, and co-volunteers by not sharing personal details, internal communications, or individual experiences, accounts or stories without the clear permission of the people involved
- Act within Health and Safety Guidelines

I also confirm that I:

Have no criminal record of violent offences, fraud, offences against children or offences relating to hate speech, discrimination, trafficking or other criminal convictions relating to the harm of an individual or community.

I understand that a formal grievance can be raised for any allegation of bullying or any form of discrimination, use of drugs or alcohol on shift, sexual harassment or violence, or any other serious breach of the Code of Conduct. All parties involved will immediately take a leave of absence from Starfish while investigations take place. This is non-negotiable and is part of the contract every individual makes when volunteering or work with Starfish.

Consequently, an investigation undertaken by Starfish management, consisting of a discussion with the subject of the grievance as well as with any other witnesses to the alleged offence. Access to relevant emails or text messages may be requested if necessary. Notes and/or an electronic copy will be made of all interviews undertaken. If the allegation involves more than one member of the team, or a member of the Starfish management, an independent investigation will be undertaken by a mediator.

A panel of three long-term Starfish members will discuss the findings and may ask the people involved further questions. The panel will aim to come to a conclusion within five days, which will be delivered orally and in writing. Conclusions can consist of no case to answer, formal warnings, suspension and dismissal. All decisions are final.

Signature

Date