

Code of Conduct

Policy	Date of approval by IHA board of directors	Date of next policy review
Code of Conduct	February 2025	February 2026
Name and contact details of the Safeguarding Lead	Kayleigh Jackson Kayleigh@iha.help	
Name and contact details of the Board Member with safeguarding responsibilities	Laira Phylactou-Bastow laira.pb@iha.help	

Introduction

This is a Code of Conduct for InterEuropean Human Aid Association (hereafter referred to as IHA) which is an incorporated association with nonprofit status registered in Germany and Greece. **IHA's capacity to ensure the protection of and assistance to refugees, asylum seekers and other people in need depends on the ability and commitment of the organisation to uphold and promote the highest standards of ethical and professional conduct.** The board of directors and senior staff members have a particular responsibility to uphold these standards, to set a good example, and to create a safeguarding culture that supports and empowers staff, members, volunteers and the people IHA supports. We recognise that our work often puts its staff and volunteers in positions of power in relation to its service-users. All those who serve this organisation have an obligation not to abuse this power.

Our Code of Conduct applies to all IHA representatives including board members, staff, volunteers and members, as well as all visitors, including consultants, contractors, journalists, partners operating within IHA's projects, and other associated personnel.

Implementation and Review

This Code of Conduct is endorsed by IHA's board of directors and members. Every attempt will be made to ensure that those we serve have access to it and that it is understood. The Code of Conduct will be reviewed annually by the appropriate authority within the organisation.

Background

The Code of Conduct lays out our expectations and guiding principles for appropriate behaviour related to the work of IHA. As part of their work for the organisation, IHA's board of directors, staff, volunteers, members and associated personnel undertake to comply with organisational policies and procedures and to uphold the highest standards of personal and professional conduct to ensure that IHA's integrity and reputation shall not be jeopardised by their actions nor those it seeks to support come to any harm.

All board members, staff, volunteers and members are expected to read and sign this Code of Conduct, and a physical and/or digital copy will be stored by IHA. All visitors, including consultants,

contractors, journalists, partners operating within IHA's projects, and associated personnel must read, sign and adhere to the Code of Conduct.

Core Values and Guiding Principles

Our board of directors, members, staff and volunteers are committed to the following fundamental values and principles:

- We will ensure that our conduct is consistent with and reflects the values of: respect for fundamental human rights, social justice and human dignity, and respect for the equal rights of each individual. We will promote adherence to the principles of international refugee law, international human rights law, and international humanitarian law. We will uphold our commitment to professionalism, integrity, and respect for diversity at all times.
- Our primary commitment is to ensure the protection of and assistance to refugees, displaced persons, asylum seekers and other people in need, in accordance with our statutes. We are committed to supporting the fullest possible participation of refugees, asylum seekers and other people in need in decision-making and the direction of the organisation.
- We will respect the dignity and worth of every individual, will promote and practice understanding, respect, compassion, and tolerance, and will demonstrate discretion and maintain confidentiality as required. We will aim to build constructive and respectful working relations with our humanitarian partners, will continuously seek to improve our performance, and will foster a climate that encourages learning, supports positive change, and applies the lessons learned from our experience.
- We will ensure that all aspects of our work are carried out with transparency and accountability at all levels of the organisation, including towards our members, supporters, volunteers, staff, partners, donors, and the people we work to support.
- We will show respect for all persons equally without distinction whatsoever of race, gender, religion, colour, national or ethnic origin, language, marital status, sexual orientation, age, socio-economic status, disability, political conviction, or any other distinguishing feature. We will strive to remove all barriers to equality.
- We will respect the cultures, customs, and traditions of all peoples, and will strive to avoid behaving in ways that are not acceptable in a particular cultural context.
- We have a responsibility to protect the people we support and avoid exposing them to further harm as a result of our actions. We also have a duty of care to our volunteers, staff and members. We are committed to uphold the core humanitarian principles of humanity, impartiality, neutrality and independence, avoiding harm, accountability, participation, and respect. In practice, that means we all need to follow this Code of Conduct:

Code of Conduct

I commit myself to the following:

To treat all people IHA supports fairly, and with respect and dignity

- I will always seek to understand the difficult experiences that people we work to support have faced and survived, as well as the disadvantaged position in which they – particularly on the basis of religion, ethnicity, gender, age, or disability – may find themselves in relation to those who hold power or influence over aspects of their lives.

- I will always seek to care for and protect the rights of children and vulnerable adults and act in a manner that ensures that their best interests shall be the paramount consideration.

To refrain from any form of harassment, discrimination, physical or verbal abuse, intimidation, or favouritism in the workplace

- I will not engage in or tolerate any form of harassment in the workplace, including sexual harassment and abuse of power.
- I will ensure to treat and provide services and assistance to all individuals equally.
- I will not give or accept any material items to or from service users. I understand such acts could generate expectations, undermine our policies of neutrality and equality, and result in perceptions of favouritism or preferential treatment, even if unfounded.

To safeguard and make responsible use of the information and resources to which I have access by reason of my work with IHA

- I will not provide medical, legal or psychological advice or support to service-users, or provide any services or assistance beyond the scope of IHA unless this has been explicitly approved by an IHA manager.
- I will exercise due care in all matters related to IHA's work, and not divulge any confidential information about service-users, colleagues, and other work-related matters.
- I will protect, manage, and utilise the organisation's human, financial and material resources efficiently and effectively, bearing in mind that these resources have been placed at the organisation's disposal for the benefit of the people IHA works to support.

To prevent, oppose and combat all exploitation and abuse of people IHA works to support

- I undertake not to abuse the power and influence that I have by virtue of my position over the lives and well-being of service users.
- I will never sexually abuse or exploit children, nor will I subject a child to physical, emotional, or psychological abuse, or neglect.
- I will not engage in any form of sexual activity with anyone under the age of 18.
- I will not sexually abuse or exploit adults.
- I will not engage in any commercially exploitative activities with children including child labour or trafficking.
- I will not subject any adult to physical, emotional, or psychological abuse, or neglect.
- I will not exchange money, employment, goods, or services for sexual activity. This includes any exchange of assistance that is provided to service-users.
- I will never request any service or favour from service users in return for protection, assistance or services provided by myself or the organisation.
- I will never engage in any exploitative relationships, emotional, financial or employment related with service-users. I will not hire or otherwise engage service users for private services.
- I will not engage in a romantic or sexual relationship with people IHA works to support, although these relations are not exploitative or abusive and regardless of age and relationship to the organisation. Such relationships may undermine the credibility and the integrity of the organisation and of the individuals involved.
- I will not take photos or videos of visitors or community volunteers for personal use.
- I will not use for private purposes or share any document, photo, or video that I produced or was granted access to during my professional relationship with IHA after its termination,

especially those that disclose personal information (face, name, or any other identifiable data) of IHA service users.

- I will follow all safeguarding rules and measures as outlined in [IHA's Safeguarding Policy](#).

To uphold professional boundaries and avoid strong emotional relationships with people IHA works to support

- I understand that such relationships are based on unequal power dynamics, might lead to dependency, expectations and emotional distress, and might lead to actual or perceived preferential treatment.
- I will not exchange personal data and private contact information with people IHA works to support, regardless of their age or relationship to the organisation.

Representing IHA

- I will not give statements on behalf of IHA which affiliate IHA with a particular ideology or party.
- I will gain approval from IHA's board of directors before representing IHA in any form of political cause.
- I will not post any comments, statements, or media that could in any way harm the people IHA works to support, the work of IHA, its reputation or that of any IHA partners or stakeholders.

To uphold the integrity of the organisation by ensuring that my personal and professional conduct is, and is seen to be, of the highest standard

- I will demonstrate integrity, truthfulness, dedication, professionalism and honesty in my actions.
- I will be patient, respectful and courteous to all persons with whom I deal in an official capacity, including people IHA works to support, partners, donors and other actors.
- I will observe local laws, will meet all my private legal and financial obligations, and will not seek to take personal advantage of any privileges that have been conferred on me.

To perform my official duties and conduct my private affairs in a manner that avoids conflicts of interest

- My actions will be free of any consideration of personal gain.
- I will neither seek nor accept instructions regarding the performance of my duties from any government, including by national authorities, or from any authority external to the organisation. I will neither give nor accept any honour, gift, remuneration, or bribe, to/from any government or external authorities.
- I will avoid assisting private persons or companies in their undertakings with the organisation where this might lead to actual or perceived preferential treatment.
- I will never participate in activities related to procurement of goods or services, or in human resource activities, where a conflict of interests may arise.

To contribute to building a harmonious workplace based on team spirit, mutual respect and understanding

- I will show respect to all colleagues, regardless of status or position, and will allow all colleagues the opportunity to have their views heard, and to contribute from their knowledge and experience to team efforts.

- I will use internal procedures and processes to express unhappiness in a respectful and professional manner.
- Though I may disagree with a colleague, I will seek to resolve differences and solve problems when they arise, and will contribute to building constructive dialogue, guided by mutual respect and an open, positive approach. I accept that not all the changes which I wish to promote will necessarily be adopted by the organisation.
- I will not retaliate to or victimise any individual for raising a concern using IHA reporting mechanisms.
- I will not maliciously make a false allegation nor cover up wrongdoing even if instructed.

To promote the safety, health, and welfare of all as a necessary condition for effective and consistent performance

- I will remain aware of and comply with all instructions designed to protect my health, welfare, and safety as outlined in IHA's [Health and Safety Policy](#).
- I will always consider the safety of myself, IHA members, staff and volunteers in all operational decisions. I will endeavour to ensure that the health and well-being of IHA members, staff, and volunteers are not subjected to undue risk.
- I will promote a healthy work-life balance for myself and colleagues.
- I will follow health and safety rules and guidance in accordance with IHA's safety policies and protocols.
- If I have doubts regarding a task that I consider threatening to my safety or the safety of others, I will bring this immediately to the attention of the relevant person.

Complaints and reports

Each person who signs this Code is obligated to bring to the attention of the relevant person or body any potential incident, abuse, or concern that they witness, are made aware of, or suspect which appears to breach the standards contained in this Code.

- I will report any concerns or incidents to my manager in person or by using the [Incident Report to IHA Greek Branch](#) to report to the Safeguarding Lead or using the [Incident Report to IHA HQ](#) form to report to the board member with safeguarding responsibilities. If I am not satisfied with the response I will consult the [Whistleblowing Policy](#).
- If I am involved in a safeguarding investigation (either as a reporting party or the subject of a complaint), I understand that IHA have a duty of care for all visitors, volunteers, staff and others who visit their sites, and as a result they may have to complete an internal risk assessment and investigation parallel to the safeguarding investigation.
- I understand that if complaints are made against me during my time at IHA, that IHA must also consider reputational harm when deciding on disciplinary procedures and this may inform their actions towards me.



INTEREUROPEAN
HUMAN AID
ASSOCIATION

I _____ accept and declare that by appending my signature herein on this document, I confirm that I have read and understood the Code of Conduct as well as accompanying policies ([IHA Safeguarding Policy](#), [Sexual Harassment, Harassment and Bullying policy](#), [Whistleblowing Policy](#), [Photography Guidelines](#), [Health and Safety Policy](#), [IHA Team Relations Guidance](#)). I understand that any divergence from these standards may result in disciplinary measures, up to the termination of my association with IHA and, where an act of criminality is concerned, a referral to the appropriate legal authorities.

Signature: _____ Place: _____ Date: _____