



CODE OF CONDUCT FOR FIELD WORK

MISSION

Our mission is to provide material support, educational and recreational activities to displaced people and others in need, as well as promoting social inclusion and solidarity within the community.

VALUES

Northern Lights Aid works according to the following values: sustainability, solidarity, equality, altruism, cooperation and integrity. We provide humanitarian aid, regardless of nationality, ethnicity, gender, religious beliefs, sexual orientation and political opinions.

CODE OF CONDUCT

This code of conduct states the values and policies of NLA. By signing it, you commit to respect the following guidelines, and understand that misconduct or actions contrary to the rules lead to consequences. According to the severity of the misconduct, consequences will vary from a verbal warning and reminder of the code of conduct, to permanent exclusion of the organisation and report to the volunteer community in Northern Greece (through Indigo Volunteers). If your actions are criminal, you will be reported to competent authorities.

The field coordinator is in charge of making sure volunteers respect the code of conduct and to evaluate the severity of the mistakes. In case of exclusion, the decision is made by the field coordinator and the board together. The volunteer is then notified of the decision and consequences.

VOLUNTEER WORK WITH NORTHERN LIGHTS AID

- Do no harm.
- Do not take advantage of your position as a volunteer to profit in any way.
- Always follow NLA's rules, guidelines and policies.
- Take care of yourself mentally and physically and acknowledge your own personal limits, as well as the limits of volunteer work in general.

GENERAL WORKING RULES

- Adhere to the instructions and schedules given to you by coordinators. Give prior notice if you can't attend a volunteering session as it is planned.
- Be culturally aware and behave professionally at all times.
- Dress appropriately and comfortably for field work, even in the event of an outing with beneficiaries (including at the beach).
- Do not provide care, legal, medical or personal advice, that exceeds your capabilities and/or the nature of the work you are expected to perform with the organisation. However, if you are aware of any particularly difficult individual situation, report it to a coordinator.
- While volunteering with NLA, do not publicly engage in political activism that is outside the mission of NLA. Do not use your experience as a volunteer to serve your own political agenda. Do not encourage beneficiaries to engage in political activism.
- Don't answer questions if you are not sure, don't make statements you can not honor and never make promises.

SECURITY

- Volunteers are expected to follow the law of the country in which we operate.
- Do not enter the camp without specific permission from the Field Coordinator, the Camp Manager, or governmental authorities for any professional or private purposes. In the event of an authorised visit in the camp, you should not stay in the camp after 21:00, unless previously approved. Under no circumstances should a volunteer stay overnight in camp.

- Do not escalate a conflict or tense situation, remain calm at all times. Show respect to beneficiaries and other team members.
- In case of danger, or if you are being threatened, leave the field of operation and react as instructed by the NLA emergency procedures. Act to protect your own safety and seek assistance from relevant authorities and/or coordinators.
- If you witness violence or abuse occurring, do not intervene, do not try to stop the situation or translate for any parties involved. Notify the police if relevant and inform the Field Coordinator.
- Tell a coordinator if you have any concern about the welfare of a beneficiary or team member.
- Obey instructions given by figures of authority (police, military, government officials and camp managers). If you feel that you are being treated unfairly, or if you witness abuse occurring to others, report the incident to the Field Coordinator.
- Do not take pictures of beneficiaries without prior consent from them or their legal guardian. Do not share pictures on social media without written consent. Do not take pictures of military, police or government officials.

INTERACTION WITH BENEFICIARIES

- Keep all information regarding the identity, location, asylum case and/or legal status of all beneficiaries confidential.
- It is not permitted for beneficiaries to visit and stay overnight in volunteer apartments.
- The organisation of social events involving volunteers and beneficiaries outside working hours, should be discussed with the field coordinator and be professional and culturally appropriate.
- Do not share personal, political or religious opinions with beneficiaries unless you are specifically asked a question. Do not use your position as a volunteer to promote your personal, political or religious opinions.
- Unless it comes up naturally within the context of a conversation, do not ask personal questions regarding beneficiaries' political opinion, religious beliefs or traumatic experiences.
- Avoid displays of physical affection with beneficiaries, including children.
- Do not show favouritism and do not make individual exceptions. If you are aware of, or perceive that, a situation needs special assistance, report it to a coordinator.

- Avoid creating emotional attachment with beneficiaries and keep in mind that you will leave after your time in the field, which can be painful for beneficiaries if an emotional dependence has developed.
- At the end of your time in the field, it is appropriate to say goodbye, but there should not be a ceremonial event of goodbyes or party. Do not make announcements regarding a possible return to the field.
- It is discouraged to connect with beneficiaries on social media during your time in the field, but if doing so, remain professional in your conversation and be aware about the type of content you make, and have previously made, available publicly.
- When individually talking to beneficiaries, even online, do not make comments on behalf of Northern Lights Aid or disclose information about the future events or plans of the organisation unless you are asked to do so by a coordinator.
- Do not accept money or any items of monetary value from beneficiaries. Do not give money or any items of monetary value to beneficiaries. Do not lend money.
- Volunteers with relevant translation skills should not use them to talk on behalf of, or work as a spokesperson for, the organisation.
- Do not overuse translation and do not hesitate to use non-verbal communication skills to manage daily situations. When requiring translation from another volunteer with appropriate skills, always clarify the role of each participant to the discussion.
- When translation is needed for a sensitive topic, if possible, let the beneficiary choose a trusted adult. Be mindful about the gender of the translator and never ask a child to translate.

MAINTAINING THE REPUTATION OF NORTHERN LIGHTS AID

- Remember that during your time in the field, even outside of working hours, you represent the image and reputation of Northern Lights Aid through your actions. Always act in order to be a positive asset to the community.
- Recognise the importance of the local community in the work that NLA does and extend gratitude accordingly.
- Promote NLA's mission when you are given the opportunity but do not enforce your view and accept different opinions. Non-confrontative and understanding behavior helps engage more people.

- Do not make statements, publicly or privately, on behalf of Northern Lights Aid, but as a volunteer who participates in the organisation's activities.
- Do not intentionally damage the reputation of Northern Lights Aid through your actions or speech, either publicly or privately.
- All contact with members of the press or requests for public statements must go through the NLA General Manager/ Field Coordinator. No comments to the press should be made without prior approval.
- In the event of fundraising for Northern Lights Aid, the goal of the fundraiser must be stated clearly. In addition to this, the visual content, information about the organisation, must be validated by a representative of Northern Lights Aid.

The following behaviour or actions are considered serious acts of misconduct and will result in immediate expulsion from Northern Lights Aid and may result in legal action against the offender:

- Do not be disrespectful, humiliating, neglectful, insubordinate, dishonest, threatening, violent, degrading, bullying, exploitative, hateful, illegal, sexist or racist.
- Do not engage in a romantic, emotional or sexual relationship with any beneficiary, minor, or any other vulnerable individual.
- Do not provide humanitarian aid in exchange of any personal gain, such as: sexual favours, money or other personal benefits.
- Do not commit any act of violence, aggression or abuse of any kind, except in self-defense.
- Do not purchase, carry or use any illegal substances both inside and outside of the field of operation. Do not purchase or provide illegal substances for beneficiaries.
- Do not consume alcohol or be under the influence of alcohol during working hours and external work events. Do not purchase or provide alcohol to beneficiaries.

PROCEDURE FOR VOLUNTEER PROTECTION

The Field Coordinator is your person of reference during your time in Greece. However, in the case severe operational/ethical disagreement with the field coordinator, concern about your own mental or physical safety (without an appropriate reaction of the field coordinator), if you are victim of bullying, harassment, sexual harassment or misconduct from a another team member (without an appropriate reaction of the field coordinator) or from the Field Coordinator, please contact one of the following board members:

- Charly Vestli: +47 40247501 (Whatsapp & calls)
+41 766809007 (calls only)
charlotte@northernlightsaid.org
- Manon Louis-Puttick: +44 7501148387
manon@northernlightsaid.org

Your concern will be taken seriously and remain confidential. You will also be able to remain anonymous if you wish.

By signing, I, _____ confirm that I have read, understand and agree to follow the Northern Lights Aid code of conduct.

(Volunteer signature)

(Date)

(Coordinator signature)

(Date)