



Code of Conduct

THIS CODE OF CONDUCT IS AN AGREEMENT BY THE VOLUNTEER TO FOLLOW MARDI'S CORE PRINCIPLES WHEN WORKING AS A REPRESENTATIVE FOR US ON THE GROUND. SPECIFICALLY IT AIMS TO MINIMISE ANY HARM DONE TO THE POPULATION WE SERVE AND PROMOTE A SAFE AND EFFECTIVE WORKING ENVIRONMENT FOR ALL.

BY ACCEPTING A PLACEMENT WITH MARDI YOU ACCEPT THESE TERMS AND THE RISK OF DISMISSAL IF SAID TERMS ARE BREACHED.

KEY TERMS:

BENEFICIARY

Any person living in the Paris refugee camps or using the MARDi service as a patient.

VOLUNTEER

Any person who freely devotes their time and skills to work for the MARDi organisation.

TEAM LEADER

The person designated responsible for the MARDi volunteers within the ground team on a given day.

MARDI LEADERSHIP TEAM

The team responsible for the management of the MARDi organisation (trustees and founders).

ACCOUNTABILITY

All volunteers are responsible and accountable individually and collectively for their behaviours and standards.

The colour coded system below will guide volunteers to understand the consequences of their actions.

- **RED** - Dismissal
- **ORANGE** - Severe warning, two oranges will lead to a dismissal
- **GREEN** - Warning



WORKING RELATIONSHIPS

1. All beneficiaries must be treated with dignity and respect. Any volunteer conduct that is reported/seen to be degrading, discriminatory or harmful to beneficiaries will not be tolerated. **RED**
2. Sexual relations between volunteers and beneficiaries are strictly prohibited, on the basis of recognising the possibility of exploitative behaviour. This applies even when a beneficiary is a consenting party. Volunteers must recognise that they are in a position of trust, which makes it impossible to avoid the context of a disproportionate power balance, and can put the beneficiary at risk of harm. Under no circumstances will this be tolerated. **RED**
3. It is important to take the time to observe the cultural and religious practices of the people we are working with, taking particular care not to assume cultural norms as certain activities may be misconstrued or cause offence to those we are here to aid. Please seek advice from your Team Leader on this issue. **GREEN**
4. All volunteers must maintain minimal interaction with the French authorities, if approached by said authorities volunteers must direct them to the Team Leader and interact no further with them. **ORANGE**
5. Volunteers must maintain good working relationships with all other team members and other grassroots and organisations. **GREEN**
6. Volunteers must listen to direction from their Team Leader. Failure to follow instructions will be escalated to the MARDi Leadership Team. **ORANGE**

PROFESSIONAL STANDARDS

7. Volunteers must respect and uphold the highest level of professional standards in all their volunteer work. This includes respect for their Team Leader, working hours, and the quality standards of their work. **GREEN**
8. Efforts to directly undermine, subvert, or intentionally negatively affect the work of any humanitarian group will not be condoned e.g. public remarks intentionally meant to bring into disrepute the humanitarian efforts of an organisation. **ORANGE**

PERSONAL RESPONSIBILITY, SAFETY & SECURITY

9. Volunteers are under no circumstances permitted to push their own agenda, whether that be religious, political or otherwise. **ORANGE/RED**
10. Volunteers must not undertake tasks that are outside of their role. For example, if a beneficiary approaches a volunteer seeking legal information or advice, they must not proceed to advise on the topic, but instead direct the beneficiary to an appropriate source of help (via the Team Leader if unsure). **ORANGE/RED**
11. Non-medical volunteers cannot under any circumstances offer medical advice on behalf of the medical team. **RED**

PHOTOGRAPHY

12. All individuals must be treated with dignity and have the right to privacy. Photography within camps is at the Team Leaders discretion and not allowed unless directed by them. **ORANGE**
13. Photography of any individual must only be made and/or shared with the explicit, informed consent of that individual. For safeguarding reasons, volunteers are prohibited from taking and/or sharing photos of minors without explicit parental consent. **ORANGE/RED**



CONFIDENTIALITY

14. Sensitive and private information relating to the work of any humanitarian group and/or volunteers, must not be shared irresponsibly i.e. in a public forum, such as social media or a public space. Such information includes confidential staff details, meetings, funding, etc. If unsure whether or not something is of a sensitive nature and should be shared or not, volunteers must check with a senior coordinator before sharing. **GREEN/ORANGE**
15. Volunteers are prohibited from remarking to the media without consent from the MARDi Leadership Team. This includes comments on their own project, group, and other organisations / actors i.e. Save the Children, the Ministry of Migration, the police. **ORANGE**
16. Volunteers may come into contact with, or possession of, information and items of a sensitive nature in relation to the lives, identities, and needs of their colleagues, beneficiaries, or other vulnerable persons. Such information must be treated with discretion and not shared publicly. **ORANGE**

However, if the volunteer believes that 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 do ask that they privately disclose this information to a senior member of their Team Leader (or if concerning the Team Leader personally to the MARDi Leadership Team).

CULTURAL SENSITIVITY

17. All volunteers must respect and uphold cultural sensibilities and differences when on site in the camps. All volunteers must wear clothing covering the legs, shoulders, chest and stomachs. **GREEN**

Disclaimer: MARDi takes no responsibility for the personal safety of volunteers whilst on placement. Namely concerning bodily injury, personal injury, illness, death, or property damage that may result from participation in MARDi activities. MARDi does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance, in the event of injury, illness, death or property damage.

Before we can accept your placement with MARDi we require you to sign below. In doing so you accept all of the above terms and understand the consequences should they be breached.

Full name: _____.

Signature: _____.

Date: _____.