Saffron Kitchen Project Code of Conduct

Effective Date: 28.01.2026
Review Cycle: When applicable

The purpose of this Code of Conduct is to conduct the business of the organisation in accordance with the applicable laws, regulations, rules and with the highest standard of ethics and values. The matters covered in this code of conduct applies to all team members operating within Saffron Kitchen Project.

Never forget that we work with highly vulnerable and traumatised people. Always, without any exception, take the COC into consideration in all your actions. In failure to abide by this set of rules, SKP staff and volunteers who do not comply are likely to be subject to disciplinary procedures.
A good reputation and the cooperation with organisations and locals on the ground are crucial for our work. Therefore, please always be polite and respectful to local people, the other organisations we work with and the authorities.

How we work

- **Punctuality:** Please always be on time, otherwise inform the team immediately.
- **Dress code**: We aim to be culturally, health, and safety conscious in our appearance. Please always cover your shoulders and knees (no leggings). Wear suitable footwear, as you'll often be on your feet.
- **Teamwork**: Teamwork is the core of what we stand for, and essential for the day to day successful running of the work. For this reason, please be considerate, supportive and understanding to everyone's needs.
- **WhatsApp:** Be available during the working day at all times and make the team and coordinator aware if you must leave your shift. For this reason, please ensure you always have access to WIFI or 4G.
- **Data protection**: Never share any personal data of our service users and colleagues. In case you plan to write an article / publish something about your time with us, please double check the content with the Director and trustees beforehand. Please do not take away or share any SKP content with you and remove yourself from all WhatsApp groups as they contain sensitive information

when you leave. Photos taken will not be published with any information which could reveal the individual's identity.

Equality

- Basic principles - Do No Harm
- We do not tolerate any form of discrimination (language, nationality, religion, sexual orientation, gender identity, physical or mental disability, or other).
- Respect cultural differences. Be conscious and use common sense in terms of ensuring that no one feels uncomfortable or offended, on both sides.
- Respect all attendees of the centre. Do not show any favouritism. This can be very harmful for both sides. We strictly respect the following equality and neutrality principle; “If you can’t give it to all, you can’t give it to one”. This goes both ways, and we expect to be shown the same respect and courtesy in return.
- Never give false promises or answer a question when you are unsure. Communicate that you do not know but will get back to the student or direct them to the coordinator. This is especially important in terms of legal advice and asylum cases.
- Rumours spread fast and without control and can have a huge impact. So please don’t spread any information you are not sure about.

Boundaries

- Avoid any physical contact, apart from a friendly handshake when offered and you feel comfortable to accept. There are cultural differences that need respecting. Physical touch is subject to diverse cultural interpretations.
- We do not allow the exchange of any contact details between volunteers and the service users (phone number / social media) as long as you are an SKP volunteer.
- We don’t meet or make social plans with service users or students after work or on weekends.

- Do not follow any invitation from a service user outside of SKP activities or offer an invitation in return.
- Any form of romantic or sexual relationships with service users are strictly prohibited and may result in immediate removal from the team.
- Please avoid sensitive topics. Refrain from engaging in politically or religiously charged conversations, avert intimate talks about, i.e. sex, drugs etc. discussions. Do not ask triggering questions about war, family deaths, or the cross-border journey. If an individual wants to share, he/she will do so on their own accord. Listen and be supportive, but do not pry or probe.
- If at any moment you feel uncomfortable with the behaviour of a person, who is approaching you physically or in any other way you feel is inappropriate: let the person know how you feel (if you can) and immediately consult the project manager or director. The centre should be a safe space for students, staff and volunteers alike.
- Suicidal thoughts are, unfortunately, common within the people we interact with. If you notice any at-risk individuals, or observe any mistreatment and abuse of any kind, report this immediately to the project manager or director. Please be discreet as possible as extra attention to the situation may be harmful.

Social Media/GDPR

- When posting on social media, verbal consent of people's photos is always required. For minors, never take a picture without the verbal consent of their legal guardian.
- Any comments or posts posted on social media that are seen to cause in any way harm to SKP's work will require immediate removal of the postings by the individual.
- Any information, content or accounts used while working for SKP should be erased from your phone/laptops etc once your time with us is over.
- Never share any of our beneficiaries or staff's data.

- If writing an article or blog of your time with us, please double check the content with the director beforehand.
- Please remove yourself from all WhatsApp groups as they contain sensitive information when you leave.

In case of emergency

- Since we are working with very vulnerable people, we need to be ready for emergencies at any time. Please always have the emergency contacts with you (Police, Ambulance, Hospital) and make sure you have enough data to call. As well as the number of the coordinator and director who should be informed of any emergency.

  Emergency **112**

  Ambulance **166**

  Fire Department **199**

  Police **100**

Agreements

- I understand that as a team member of the Saffron Kitchen Project I represent SKP inside and outside of normal operating hours. I understand that my actions outside of the organisation can have a negative impact on the reputation of the organisation and on the people the organisation exists to serve and that such actions may have consequences.
- I understand that all team members are to be treated equally regardless of race, age, nationality, gender, sexual orientation, disability, cultural background or religious affiliation.
- I will be conscious that I am part of a professional environment and should dress accordingly.
- I will comply with all relevant Greek laws and regulations (if you are unclear on any of these then you must consult a member of staff).
- I will observe all SKP's aims and objectives, and the health and safety guidelines set by SKP, taking care to not undermine or damage the work SKP does.
- I agree not to post any comments or posts on social media that could be deemed harmful to SKP's work and the people who frequent the organisation.
- I will provide SKP with complete and accurate information about myself and my medical history, including any physical or mental conditions that may make me unable to perform or safely complete the placement.
- I am responsible for my own health and safety in and around Athens, with the guidance and advice of SKP.
- I understand that ANKAA is an open centre where many people come in every day. Therefore I understand that SKP or ANKAA is not responsible for the loss of any personal items.
- I will not consume alcohol or illegal substances in SKP spaces or events, or be under the influence of these whilst in SKP spaces.
- I understand that SKP has an open-door policy and that if I am experiencing issues at SKP, I can speak to the Director openly about it.

- I will respect people and the experiences that they have had, and not ask sensitive questions
- If a service user shares information that suggests that they are being harmed or at risk of being harmed, I understand I am obliged to share this with the project manager or the director.
- I understand that SKP has the right to terminate or cancel my placement or contract if I am found to be in breach of any of the terms of this agreement.

I will never

- Share personal information/ sensitive information about people at SKP, including names, identifiable information and personal stories and experiences with anyone who is not involved in the case management system and the formal care and support of the young person
- Share my personal contact information
- Receive the personal contact information of service users.
- Make inappropriate physical or verbal contact with students, staff and volunteers
- Form intimate or sexual relationships with service users
- Allow bullying or racism to go unchecked
- Display any favouritism for any service users
- Let any allegations made by a service user go unrecorded
- Offer service users gifts or money
- Receive gifts or money from service users
- Arrange to meet students/service users outside of the SKP/ANKAA space for non SKP related activities, and outside SKP working hours
- Allow service users to stay overnight in my place of residence

- Become friends with or communicate with service users via any form of virtual, digital or social media

The employee/volunteer	**The organisation**
Name (PRINT):	**Name (PRINT):**
Email:	**Position:**
Signature:	**Signature:**
Date:	