

CODE OF CONDUCT

AT THE MIGRATION RESEARCH CENTER FOUNDATION

adopted by resolution of the Board of Foundation dated January 26, 2024.

I. MISSION, VISION AND VALUES

I.1. I declare my readiness to act in a manner consistent with the Mission of the Foundation, which reads:

- *We are a group of people creating a benevolent and safe place through which every person, regardless of their background, can feel important in the community.*
- *We provide expert support, responding to the diverse needs of migrants.*
- *We support the building of integration, striving for social cohesion and well-being of all residents.*

I.2 I declare my readiness to act in a way that leads to the realization of the following Vision of the Foundation:

- *For migrants, we are an important point on the map of Poznań.*
- *Our experience is a source of good practice for others.*
- *We are a partner in creating and implementing local integration and migration policies.*

I.3. I know and share the Foundation's Values, which are:

- *Respect for the dignity and subjectivity of every person*
- *Equality*
- *Safe space*
- *Responsibility*

II. GENERAL PRINCIPLES OF CONDUCT

II.1 I treat all people with respect for their dignity and oppose any form of harassment, discrimination, intimidation, exploitation or abuse.

II.1.1 I respect the rights of all people, including the rights of children, and do not engage in any form of exploitation or abuse of any person of any age, including sexual abuse.

II.1.2 I do not have such relationships with the beneficiaries of the Foundation that could raise questions about the nature of the services provided by the Foundation, in particular I do not engage in sexual relationships with current beneficiaries.

II.1.3 I do not offer money, employment, goods or services for sexual services or for any form of humiliating, degrading or exploitative behavior.

2. I shall perform my duties and conduct my private life in a manner that avoids any possible conflict of interest with my involvement in the Foundation.

II.2.1 In the event that my financial, personal, family or professional interests may affect my work at the Foundation, in particular leading to a conflict of interest, I shall inform the Foundation authorities.

II.2.2 I shall inform the Foundation authorities of my intentions to run for election to public authorities, to hold office in a political party or to take a job in a public office, in order to determine whether a conflict with my duties at the Foundation may arise.

II.2.3 I shall inform the Foundation of any criminal convictions or criminal charges, including those I had before I began working with it, if the fact of a conviction or charge could affect my work at the Foundation. I will also notify the Foundation if I am indicted in the course of my work at the Foundation, if this could affect my work at the Foundation.

3. I oppose all forms of fraud and corruption.

II.3.1 I do not offer, promise or accept any bribes.

II.3.2 I assure that my support in the Foundation's activities is not provided in exchange for any services or favors from others, except in the case where the provision of services is based on a paid contract entered into in accordance with the law and the Foundation's service standards.

4. I responsibly and diligently perform my duties at the Foundation.

II.4.1 I do not perform my tasks at the Foundation under the influence of alcohol, drugs or other intoxicants.

II.4.2 I responsibly use the information, equipment, money and resources to which I have access in connection with my work at the Foundation. I properly and honestly account for the Foundation's money and material resources entrusted to me. II.4.3 I exercise discretion when accessing sensitive or confidential information and data.

II.4.4. In external communication about and on behalf of the Foundation, I shall uphold the good name of the Foundation and follow the rules related to representing the Foundation, including the authorization of any statements that would be made public.

II.4.5 I comply with safety rules and guidelines. I avoid unnecessary risks to the safety, health and welfare of myself and others, including other partner organizations and beneficiaries.

II.4.6 I respond to the behavior of others who violate the above-mentioned rules of conduct and report them to the Foundation authorities either directly or using the confidential reporting system (alert@migrant.poznan.pl).

5. I comply with the law, ethics and good morals.

II.5.1 I abide by generally applicable laws, internal regulations and procedures of the Foundation.

II.5.2 I promote human rights, protect the environment and oppose criminal or unethical activities.

II.5.3. I relate to others courteously, as far as possible respecting different cultural standards, as long as they do not contradict the principles described above.

III. STANDARDS OF SERVICE PROVISION

I acknowledge the following standards of service provision and agree to abide by them:

III.1 Relationship with clients and customers

III.1.1 Persons serving a customer shall be guided by good intentions, and the relationship with the client or customer shall be based on mutual respect.

III.1.2 Each person has the opportunity to learn the rules of providing support in Polish, English, Ukrainian or Russian. Support may be provided in other languages depending on the organizational capacity of the Foundation.

III.1.3. The person providing support, consultation or legal advice should indicate to the customer the possible solutions to the problem and their consequences, but it is the client who chooses the path of action that they find the most appropriate.

III.1.4 Support provided to migrants is free of charge. If the service provided by the Foundation is provided for a fee, the information about the fee is public. Before providing support for a fee, we make sure that the client knows the price of the service and is willing to bear the cost.

III.1.5 Any form of discrimination is prohibited. All clients and customers should be treated equally, in a partnership and without prejudice.

III.1.6 We strive to ensure the accessibility of the offer to people from particular groups of exclusion and those at risk of exclusion (including technological, linguistic, architectural).

III.1.7 As a rule, consultations and legal advice are provided in stationary form. Under certain circumstances, they may be conducted remotely.

III.1.8. As far as possible, if a client or a customer comes for multiple consultations, they are enrolled with the person who dealt with them before or who is familiar with their case.

III.1.9 Our services are provided directly to persons whose situation requires our support. As an exception, a spouse, partner, parent/legal guardian or other person (who should present a power of attorney – a written statement from the person involved) may come for consultation. Deviation from this rule is possible only if, for objective reasons, it is not possible to comply with it, and the welfare of the person absolutely requires the mentioned support.

III.1.10 Employees and staff members have the right to refuse to schedule a consultation if the client did not attend two previous meetings, and did not contact the staff, in order to cancel the meetings.

III.1.11 Employees and staff members have the right to refuse to provide support if the client is receiving support in the same area elsewhere, when he/she already has a lawyer or when his/her case is already being handled by another institution.

III.1.12. Employees and staff members shall have the right to refuse to provide support in justified circumstances for the protection of important goods and values of the Foundation or the individual members of the Foundation, in particular in the case of: the presence of a client or customer in quarantine, visible symptoms of an illness that is considered contagious, aggressive behavior of the client, blatant lack of hygiene, serious violations of generally accepted principles of social coexistence, remaining under the influence of alcohol or other drugs.

2. Confidentiality

III.2.1 Information regarding the course of the interview and the situation of clients or other persons close to them is confidential. The customer must consent to the transfer of the aforementioned data to other organizations or institutions.

III.2.2 Clients' data shall be stored in a manner that ensures its confidentiality and adequate protection.

3. Reliability

III.3.1. Information provided to clients shall be reliable, specific, as far as possible comprehensive, and adapted to the perceptual capabilities of the person seeking advice or other form of support.

III.3.2. Advice and other forms of support shall be provided on the basis of data, information or documents provided by the person seeking it and on the basis of relevant regulations.

III.3.3. Support shall be provided by competent persons, adequately trained and prepared to conduct the type of activities offered by the Foundation.

III.3.4. If a consultant is unsure of the answer to a customer's question, he or she shall not provide information or, if possible, refer the client or customer to another verified source. Assessment of whether the support needed is feasible within the scope of the Foundation's activities is made by its staff.

4. Openness

III.4.1 The rules for providing support shall be public and publicly available on the Foundation's website and at the place where advice is given. The person providing advice or other form of support should also present them each time to the person seeking advice or support.

III.4.2 The Foundation has an easily accessible form of reporting abuse and improprieties by customers, as well as employees and staff members, via e-mail alert@migrant.poznan.pl and a box into which paper reports can be anonymously dropped.

III.4.3 Detailed rules for the organization of individual forms of support can be defined by dedicated regulations.

STATEMENT

I have carefully read and understand the Code of Conduct of the Migration Research Center Foundation and hereby agree to abide by its requirements and pledge to uphold the standards of conduct required to support the goals, values and mission of the Foundation.

Name and surname

Signature

Date