EMOTiC
European Multidisciplinary Organization for Training and international Consulting

ORGANISATIONAL SUPPORT

Code of Conduct

The behaviour we expect from everyone who delivers or takes part in EMOTiC activities, before, during and after each activity.

Version 1.0	Owner	Review
October 2026	Board	Every two years, or after any serious incident

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At a glance

- Everyone is treated with respect, whatever their background, identity or ability.
- Staff, trainers and facilitators keep professional boundaries and never have a relationship with a participant they are responsible for.
- Participants take part in the full programme, follow house rules and curfews, and never use illegal drugs.
- Breaches lead to a clear, graded response, up to sending a participant home in line with the participant agreement.
- Any concern about the safety or wellbeing of a young person goes straight to the Safeguarding Focal Point.

Document	Code of Conduct
Organisation	EMOTiC for Training and Consulting (European Multidisciplinary Organization for Training and international Consulting), ZVR-Zahl 1026550097
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1. Purpose and who it applies to

EMOTiC brings together young people, youth workers and partner organisations from more than 30 countries. This Code of Conduct turns our values into everyday rules, so that our activities are safe, respectful and good places to learn.

The code applies to:

- staff of EMOTiC, including the Project Coordinator of each project
- trainers and facilitators, whether employed, freelance or sent by a partner organisation
- volunteers and interns, including Erasmus+ trainees
- group leaders of national groups
- participants in youth exchanges, training courses, local labs, school workshops, career orientation days and online activities

It applies before, during and after activities: in preparation meetings, on the journey, at the venue, in free time, in online groups and during follow-up. It covers activities in Vienna, at partner venues abroad and online. Where a host organisation has its own code, the stricter rule applies.

Everyone receives the code before the activity. Staff, trainers and facilitators, volunteers, interns and group leaders sign it. Participants accept it as part of their participant agreement. For participants under 18, a parent or guardian also signs.

2. Our values

Value	What it means in practice
Respect	We listen, let others finish and treat every person as an equal, whatever their age, role or opinion.
Inclusion	We make room for everyone and adapt activities so that all participants can take part.
Safety	We look after our own wellbeing and that of others, and we speak up when something is wrong.
Honesty	We are open about mistakes, use funds correctly and report truthfully.
Sustainability	We reduce our impact on the environment and choose the greener option where we can.
Learning together	We learn by experience, reflect every day and treat mistakes as part of learning.

3. Staff, trainers and facilitators

People who deliver our activities hold trust and responsibility. They:

- **Keep professional boundaries.** They act as facilitators, not friends, never share rooms with participants and avoid being alone with a participant behind closed doors. One-to-one talks take place somewhere visible, with a colleague informed.
- **Never have a romantic or sexual relationship with a participant they are responsible for**, during the activity or its follow-up. With participants under 18, any such relationship is forbidden.
- **Follow social media rules.** They communicate with participants through official EMOTiC or project channels. They do not send or accept friend requests from participants under 18 on personal accounts and do not start private chats with them. Contact with adult participants stays professional.
- **Keep information confidential.** Personal, health and family information is shared only with people who need it, in line with the GDPR and the Austrian Data Protection Act (DSG). Confidentiality never stops anyone from reporting a safeguarding concern.
- **Do not discriminate.** No one is treated less favourably because of sex, gender identity, sexual orientation, ethnic or national origin, religion or belief, disability, age, language or social background.
- **Act as role models.** No alcohol while on duty, no illegal drugs at any time, no smoking in front of participants under 18, and respectful language and dress.
- **Are punctual and prepared.** They arrive before sessions start, prepare methods and materials in advance, follow the agreed programme and tell the Project Coordinator early if plans must change.

4. Group leaders

Each national group travels with a group leader appointed by the sending organisation. Group leaders:

- are responsible for the wellbeing and behaviour of their national group from departure until return, including travel
- attend the whole programme, including evening activities and daily reflection, and leave early only if agreed with the Project Coordinator
- are reachable by phone at night and share their phone and room number with the Project Coordinator and their group
- know their participants' emergency contacts, health needs and travel documents, with consent
- explain the house rules and curfew to their group and check that they are followed
- tell the Project Coordinator straight away about any incident, illness or concern
- act in line with the written permission of parents or guardians for participants under 18

5. Participants

As a participant you are part of a group and a learning community. We ask you to:

- **Take part in the full programme.** Attend every session, reflection group and activity, arrive on time and stay until the end. Your Youthpass reflects your participation.
- **Treat others with respect.** Bullying, harassment, violence, threats and hate speech are not accepted, in person or online.

- **Respect the venue and other guests.** Youth guest houses such as the Jugendgästehaus Wien Brigittenau also host other guests. Keep noise down in rooms and corridors, keep shared spaces clean and pay for any damage you cause.
- **Follow the house rules** of the accommodation and the seminar venue, including rules on visitors, smoking and quiet hours. People from outside the group are not allowed in rooms.
- **Alcohol and drugs.** Illegal drugs are not allowed at any time. Participants under 18 do not drink alcohol. Adults drink only in free time, in moderation and where the venue allows it. Being unable to take part because of alcohol breaches this code.
- **Curfews.** Be back in the accommodation by the curfew agreed at the start of the activity, and keep quiet after it. Participants under 18 also follow any stricter limits set by their parents or group leader.
- **Photos of others.** Ask before you take a photo or video of someone and before you post it. Respect a no. Never share images that could embarrass or harm anyone.
- **Leaving the venue.** Tell your group leader where you are going and when you will be back. Go in pairs or small groups, especially at night. Participants under 18 leave the venue only with their group leader's permission.

6. Online behaviour

Online sessions, project group chats and social media are part of our activities, and the same values apply there.

- Be respectful in chats and comments. No bullying, hate speech, sexual content or spam.
- Do not record, screenshot or share online sessions or private messages without the consent of the people in them.
- Do not post other people's personal data, such as phone or room numbers.
- Use the official project groups for project communication. Adults do not move conversations with participants under 18 into private channels.
- Cameras are welcome but not compulsory. Respect people who keep theirs off.
- Report harmful content or contact to the Project Coordinator or the Safeguarding Focal Point.

7. Inclusion and accessibility

We want everyone to feel welcome and able to take part. In our activities, everyone:

- uses the names and pronouns people ask for
- uses the shared working language in group settings and helps with translation, so no one is left out
- avoids jokes about anyone's accent, culture, religion, body or ability
- respects dietary, religious and cultural needs, for example around food, prayer and fasting
- accepts that people take part in their own way and never pressures anyone into an activity they find unsafe or uncomfortable

Staff, trainers and facilitators adapt methods, materials and spaces for participants with disabilities, health conditions or other needs. Participants can tell the Project Coordinator in confidence about any support they need.

8. Environmental behaviour

- Travel by train or bus where possible, and use the green travel support of the programme where it applies.
- Bring a reusable bottle, cup and bag, and avoid single-use plastic.
- Separate waste using the bins at the venue and take only the food you will eat.
- Switch off lights, heating and devices when you leave a room, and keep showers short.
- Walk or use public transport for study visits and free time in Vienna.

9. Conflicts of interest and gifts

Everyone who acts for EMOTiC acts in the interest of the project and its participants, not for personal gain.

- Declare to the Project Coordinator or the Board any personal or financial interest that could affect a decision, for example selecting a relative as a participant or hiring a supplier you are linked to, and stay out of that decision.
- Select participants, trainers and suppliers through fair, documented criteria.
- Small symbolic gifts, such as items shared at an intercultural evening, are welcome. Decline cash, gifts of more than symbolic value and anything offered in return for a place, contract or favour, and tell the Project Coordinator.
- Use project funds, equipment and materials only for the project, in line with the grant agreement.

10. If the code is broken

Most problems are solved with a conversation. We respond in proportion and listen to everyone involved before we decide. The steps for participants match the participant agreement signed before the activity.

Level	Examples	Response	Who decides
1. Minor	Lateness, noise after quiet hours, missing a session	Private conversation and agreement on what changes	Trainer or group leader
2. Repeated or more serious	Repeated minor breaches, disrespect, ignoring the curfew	Formal conversation with the group leader and Project Coordinator, clear warning, written note	Project Coordinator with the group leader

Level	Examples	Response	Who decides
3. Serious	Alcohol misuse, leaving the venue without permission, damage, bullying	Final written warning, exclusion from parts of the programme, sending organisation informed, parents informed for participants under 18	Project Coordinator with the group leader and sending organisation
4. Very serious	Illegal drugs, violence, harassment, serious danger to self or others, repeated level 3 breaches	Removal from the activity and return home, at the sending organisation's cost where applicable, in line with the participant agreement. Police informed where the law requires it	Project Coordinator after consulting the Board and the sending organisation

A participant under 18 is never sent home alone. The group leader or another responsible adult travels with them, or the parents collect them, as agreed with the parents.

For staff, trainers and facilitators, volunteers and interns, the Board handles breaches in line with their contract or agreement, from a warning to the end of the collaboration. Breaches by group leaders are also reported to their sending organisation.

A concern that a young person may be harmed is a safeguarding matter, not a disciplinary one, and is handled under our Safeguarding Policy.

11. Reporting concerns

If you see or experience behaviour that breaks this code, tell someone you trust:

- your group leader or a trainer
- the Project Coordinator
- the Safeguarding Focal Point, for any concern about the safety or wellbeing of a young person or a vulnerable adult

We take every report seriously, treat it confidentially and handle it under our Safeguarding Policy. No one is penalised for raising a concern in good faith.

In an emergency, call 112. Children and young people in Austria can also call Rat auf Draht on 147, a free helpline.

12. Commitment

I have read and understood the EMOTiC Code of Conduct. I agree to follow it before, during and after the activity, to act on its values and to raise any concern I have. I understand what happens if I break it.

Field	To complete
Name	_____
Role (staff, trainer, volunteer, intern, group leader, participant)	_____
Project or activity	_____
Signature and date	_____
For participants under 18: name and signature of parent or guardian	_____

13. Review

The Board owns this code and reviews it every two years, or sooner after a serious incident or a change in programme rules. The Project Coordinator shares it with partner organisations, group leaders and participants before every activity.

This version was issued by the Board in October 2026.

This document is part of EMOTiC's organisational support materials. Other organisations are welcome to adapt it for their own work with credit to EMOTiC. Questions and feedback: emotic.org@gmail.com