



# Code of Conduct for participants in training activities

# **Code of Conduct for Participants in the EUAA's Training Activities**

**2022**



## 1. Objectives and scope

- 1.1 The conduct of all persons participating in training activities of the European Union Agency for Asylum (hereinafter 'EUAA') is central to the success and reputation of the EUAA's training.
- 1.2 This Code of Conduct for persons participating in the EUAA's training activities (hereinafter 'Code of Conduct') sets out the standards of conduct expected of participants in the EUAA's training activities. It is the responsibility of each participant to familiarise him or herself with the content of this Code of Conduct and to comply with it at all times when participating in the EUAA's training activities.
- 1.3 Each participant shall sign a declaration of compliance with the Code of Conduct.

## 2. Definitions

- 2.1 'EUAA's training activities' means all activities connected with the planning, design, development, delivery, monitoring, and evaluation of the EUAA's training, including assessment and certification activities, as well as all ancillary administrative activities;
- 2.2 'Person contributing to the EUAA's training activities' means any person who is authorised or instructed by the EUAA or by a national administration to perform tasks in connection with the EUAA's training activities, except for learners participating in the EUAA's training activities;
- 2.3 'Participants' in the EUAA's training activities' means persons contributing to the EUAA's training activities (within the meaning of section 2.2), learners, and all administrative support staff;
- 2.4 'Centre' means the EUAA's Training and Professional Development Centre;
- 2.5 'Training environment' means the physical or virtual space in which the training activities take place;
- 2.6 'Conflict of interest' means a situation where the impartial and objective exercise of an individual's functions is compromised by economic or financial interests, family or emotional ties, or any other interest shared with another party;
- 2.7 'Confidential information'<sup>1</sup> is information which is indicated as such and which an individual may gain access to during their participation in the EUAA's training activities, and the disclosure of which to third parties is, in principle, prohibited. Examples include personal data, learners' individual grades and banks of assessments;

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<sup>1</sup> For the avoidance of doubt: for the purpose of this Decision, 'confidential information' does not refer to 'CONFIDENTIEL UE/EU CONFIDENTIAL' within the meaning of Article 3(2)(c) of Commission Decision (EU, EURATOM) of 13 March 2015 on the security rules for protecting EU classified information.





- 2.8 ‘Discrimination’ means any unfair treatment or arbitrary action, or distinction based on a person’s sex, race, colour, ethnic or social origin, genetic features, language, religion, or belief, political or and other opinion, membership of a minority, property, birth, disability, age or sexual orientation;
- 2.9 ‘Harassment’ means any improper or unwelcome conduct that might reasonably be expected to be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures or actions which annoy, alarm, abuse, demean, intimidate, belittle, humiliate, or embarrass another or which create an intimidating, hostile or offensive work environment;
- 2.10 ‘Sexual harassment’ means unwelcome verbal or physical conduct of a sexual nature. Examples may include, but are not limited to, sexual advances, requests for sexual favours, touching, jokes, comments, and sexual violence.

### **3. Professional standards**

- 3.1 Persons contributing to the EUAA’s training activities must perform their assigned tasks to the best of their ability, comply with the relevant terms of reference and be responsible for maintaining the quality of their work, in particular by dedicating sufficient time to the tasks assigned to them.
- 3.2 Persons contributing to the EUAA’s training activities must strive to work in a collegial and cooperative manner with all relevant stakeholders and be open to and respond positively to constructive feedback. They are encouraged to seek support and guidance where necessary.

### **4. Integrity and objectivity**

- 4.1 Persons contributing to the EUAA’s training activities must perform their tasks in an objective and impartial manner.
- 4.2 They must refrain from taking advantage of their role for any illicit personal gain and in a manner which is detrimental to the reputation of the EUAA’s training.
- 4.3 They must not accept gifts that could place them, or be perceived as placing them, under an obligation which could influence them in the performance of their tasks.
- 4.4 If they find themselves in a situation of conflict of interest, they should immediately refrain from pursuing the EUAA’s training activities in relation to which the conflict of interest has arisen, and without delay bring the matter to the attention of their immediate supervisor and the Centre, who will provide them with appropriate guidance.

### **5. Confidentiality**

- 5.1 Persons contributing to the EUAA’s training activities must not disclose any confidential information to unauthorised third parties. This obligation persists after they have ceased performing their tasks and until such time as the Agency has





authorised the public disclosure of that information or until they are lawfully required to disclose it.

## 6. General Conduct

- 6.1 Persons participating in the EUAA's training activities must, at all times, maintain professional boundaries, be fair, courteous, and respectful towards others.
- 6.2 They must behave in a culturally sensitive manner, particularly in situations where they interact with individuals from different cultural backgrounds.
- 6.3 They must refrain from being under the influence or after-effects of drugs, alcohol or other illicit substances whilst participating in the Agency's training activities.
- 6.4 They must comply with the relevant policies and procedures applicable to their tasks or function, as well as all applicable laws and regulations, in particular as regards health and safety matters.

## 7. Respect for diversity and equality

- 7.1 Persons participating in the EUAA's training activities have a responsibility to contribute to an environment which promotes diversity, equality, and inclusiveness. They must not discriminate against any individual during the course of their participation in the EUAA's training activities.

## 8. Prevention of harassment

- 8.1 Persons participating in the EUAA's training activities must refrain from any acts of harassment or sexual harassment against any individual.
- 8.2 When harassment or sexual harassment takes place and poses an imminent threat or risk to the safety or wellbeing of others, the trainer or other responsible person has the right to take immediate and proportionate actions to address the situation, including by asking the perpetrator to leave the training environment.

## 9. Reporting and Sanctions

- 9.1 Any person participating in the EUAA's training activities who has reason to believe that a violation of this Code of Conduct has occurred or is likely to occur should report the matter to the Agency without delay.
- 9.2 The Agency shall establish a dedicated procedure for the management of reports on violations of this Code of Conduct, which is laid down in guidelines on the training complaints procedure. A complaint, describing the circumstances of the suspected violations, shall be submitted to the designated email address using the complaint form template provided with the guidelines.





- 9.3 The Agency shall investigate the circumstances of the incident reported in the complaint and take any appropriate and proportionate measures to address the issue and/or to prevent its re-occurrence.
- 9.4 In serious cases and pending a final decision on the complaint, where there is a justified reason to believe that the safety or wellbeing of persons participating in the EUAA's training activities is jeopardised, the Agency may take interim measures towards the individuals concerned where necessary, including such as to temporarily exclude those individuals from participation in the Agency's training activities.
- 9.5 No individual should be subject to retaliatory action by reason of having brought a complaint under this article.
- 9.6 The EUAA reserves the right to refer instances of violations of this Code of Conduct by an individual who is not in an employment or contractual relationship with the Agency to the individual's employing or contracting organisation, as necessary. Irrespective of the decision taken by the employing or contracting organisation in consequence thereof, the EUAA shall take the decision on the concerned individual's further participation in its training activities.

## **10. Dissemination of the Code of Conduct**

- 10.1 The EUAA shall make every effort to ensure that this Code of Conduct is brought to the attention of persons participating in the Agency's training activities. A briefing shall be offered to them upon engagement in training activities.
- 10.2 National asylum and reception administrations are to make every effort to bring this Code of Conduct to the attention of persons carrying out tasks in the training environment.
- 10.3 This Code of Conduct is made publicly available on the EUAA's website.

## **11. Monitoring and Review**

- 11.1 The EUAA will monitor the application of this Code of Conduct on a regular basis and review and update it as necessary.



