



## **LOTO CODE OF CONDUCT**

LOTO is a Cultural Association based in Milan and designed to promote social and environmental volunteering experiences and learning-first travels in Italy and abroad.

The Association initiatives are oriented to all LOTO members<sup>1</sup> who want to change their way to discover our Planet, by experiencing travels and encounters driven by the desire for knowledge and sharing.

To be a LOTO member is essential for everyone interested in LOTO activities or willing to participate in LOTO Partners' Projects.

The mentioned Projects are selected thanks to monitoring trips which are organized and experienced by LOTO staff itself. All Projects are run by local associations working on-field; they are set in Italy or abroad and committed to developing social and environmental Projects. LOTO collaborates with associations in India, Nepal, Madagascar, Myanmar, Thailand, and in Italy – in particular, in the areas of Emilia-Romagna, Abruzzo and Lampedusa Island.

The Association aims to raise awareness among future members, personally introduced and individually trained by LOTO staff to develop and adopt a more conscious approach to all experiences: it is necessary to be aware of the complexity of the environment before getting involved in it, both on a cultural and social level, establishing relationships based on a responsible, knowledgeable, and empathic attitude. Information, training, and dissemination activities are essential to travel as active and engaged citizens.

LOTO believes that communities are one of the most critical assets in its daily work. At the same time, members are the essential resource of any NGO as they play a significant part in supporting the implemented activities. In the same way, LOTO members are crucial in promoting and implementing the Association and its partners' activities.

LOTO is responsible for supporting and valuing the contribution members make to the organisation's aims and mission, as well as promoting standards of behaviour as outlined in this document.

*LOTO Code of Conduct* is intended to assist LOTO board in developing and providing guidelines on the standards of behaviour expected from all members. The Code needs to be read in

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<sup>1</sup> Anyone sincerely interested in travel and volunteering-related citizenship initiatives and formally registered as a LOTO member through the annual renewal membership card.

conjunction with

- *LOTO Child Safeguarding Policy*;
- *LOTO Risk Disclosure* in reference to the selected Project or activity of involvement;
- *LOTO Application Form and Agreement*.

### **Why a LOTO Code of Conduct?**

A Code of Conduct defines the standards of behaviour LOTO staff expects, in order to:

- Define the Association as effective, open, and accountable.
- Discipline members' actions when they commit themselves and act under the name of the Association.
- Confine the involuntary negative behaviours and consequences linked to the activity of the Association and to one of its members.

The Code of Conduct refers to all LOTO members and is shared with new ones as soon as they commit with LOTO, in Italy or abroad.

LOTO reviews the Code of Conduct when appropriate and inform its Partners.

All LOTO members are asked to maintain the highest standards of behaviour in their commitment by:

- actively participating in creating awareness and so building a trusty relationship with LOTO and its members;
- acting honestly, responsibly and with integrity;
- treating other people with fairness, equality, dignity and respect;
- acting to the best of their ability in a safe, efficient, and competent way;
- behaving in respect of places and communities encountered;
- conducting in a way that is in line with LOTO aim and values, enhancing LOTO daily work;
- following LOTO's policies and procedures as well as any instructions or directions shared with them;
- directing any questions regarding LOTO's policies, procedures, support or supervision to the Association staff;
- addressing any issues or difficulties about any aspect of their involvement with LOTO staff;
- communicating respectfully and honestly at all times;
- reporting any health, security, and safety concerns;
- observing safety procedures, including any obligations concerning security, as written in the shared *LOTO Risk Disclosure* document;
- observing the laws of the Country where the activities take place;
- seeking authorisation before communicating externally on behalf of LOTO;
- being committed to underage beneficiaries' well-being, according to the principles and procedures shared in the *LOTO Child Safeguarding Policy*;
- maintaining an appropriate and culturally respectful standard of behaviour, also referring to clothes choice and personal hygiene;
- meeting time and task commitments at their best;

- knowing that LOTO must agree with any material or equipment required for workshops and activities. LOTO is not responsible for loss of or damage to personal possessions or equipment during and after their involvement in LOTO's or the Partner's activities;
- personally verifying the validation of their documents, that must be valid at the moment of departure and return;
- being in charge of their vaccination situation and giving LOTO formal communication about it. Members must inform the office in charge of vaccinations about their previous journeys and the stopovers during their flight so that the office can administrate all necessary vaccinations;
- being responsible for obtaining the required entry VISA for the destination Country.

Members are expected NOT to:

- bring LOTO into disrepute (including through the use of emails, social medias, and other internet sites, engaging with media etc.);
- provide a false or misleading statement, declaration, document, record or claim in respect of LOTO and its staff;
- violate people's privacy;
- engage in deviant and/or illegal activities during their involvement;
- engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the encountered community);
- take unauthorised possession of property that does not belong to them;
- take alcohol, drugs, or medications which will affect their abilities during their involvement, nor behave in any way that can be interpreted as an incitement to take alcohol or drugs;
- invite direct or indirect beneficiaries or external participants to join them or to sleep at the residency place;
- seek or accept any direct contact (telephone number, email, social profile or address) of underage beneficiaries and related families;
- proceed autonomously to individual and private donations to activities or projects' beneficiaries.

## Use of digital materials and sharing

As sentenced in the *United Nations Convention on the Rights of the Child*, all children<sup>2</sup> have the right to be respected for their privacy and dignity.

As stated in *LOTO Child Safeguarding Policy*, LOTO is committed to strengthening its Child Safeguarding system, promoting good standards to prevent and respond to acts of violence, exploitation, and abuse directed at all children.

In its daily work, LOTO implements policies and procedures to guarantee respect for people, considering first of all the following principle: children's pictures must be used only for the child's best interests and must be respectful of their dignity and privacy.

Any picture or video taken needs valid authorization from parents, legal tutors, carers or contact people of the activity; in case of denied consent, any material can be collected and disclosed.

It is forbidden to enter any children's data on the web that could compromise their safety.

All members using digital material representing children who are involved in LOTO or Partners' activities must sign the document relating to *LOTO Child Safeguarding Policy*; LOTO will have to monitor its compliance.

LOTO promotes a measured and conscious use of technology to preserve and protect the dignity of the people portrayed or filmed, also referring to the use of social media networks and sharing tools to show stories that challenge rather than confirm stereotypes.

The respect and attention to the collection and the use of any material is extended to all beneficiaries or people encountered during LOTO member's entire stay or involvement, without any exclusion by gender, age, ethnic group or religion.

All LOTO members are required to maintain the highest standards of behaviour as responsible travelers by:

- caring for the world and people by following some easy behavioural rules before, during, and after the journey;
- avoiding proceeding independently to individual and private donations to activities or projects' beneficiaries;
- building genuine relationships with national staff, volunteers, and communities;
- maintaining an open-minded attitude during their journey: embracing travel as a vehicle for reducing prejudices and stereotypes, trying to learn as much as possible from the experience;
- adapting to local practices and customs without imposing personal habits and lifestyles;
- leaving behind only their footprints: do not make anything that may spoil or damage the place they visit;
- always being kind and saying no to garbage, no to souvenirs coming from the environment or any archaeological site or made of plants and animals at risk of extinction;
- always following the paths in natural environments and committing to biodiversity conservation;

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<sup>2</sup> "Every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier". Convention on the Rights of the Child (OHCHR)

- avoiding wastes of any kind by turning off the water when they don't need it, turning off the air conditioning when useless and remembering to turn off the lights when they leave their rooms;
- avoiding getting close to wild animals and never trying to feed them;
- tasting traditional food;
- asking a doggy bag not to waste food;
- appropriately managing the garbage and recycling.

Where a member is found to be in breach of the standards outlined in this Code of Conduct or any of LOTO's other policies and procedures, LOTO will suspend him/her from the activity, will revoke his/her nominal LOTO membership card and will remove him/her from the project itself, in Italy or abroad.

In the case that a member behaves against good faith aims, proper attitudes and public policy and causes personal injury or damage to other people's safety, LOTO will exclude s/he from the activity in Italy or abroad.

In any case, the decision taken by LOTO will be unquestionable, and members will not be allowed to ask for any reimbursement or compensation.

Members act under their full responsibility and will be directly considered responsible for possible consequences. No responsibilities will be attributed to LOTO on behalf of both s/he and third parties.

Members are aware that the activities presented before their involvement may change significantly during the experience itself; therefore, their physical and mental flexibility is required.

LOTO board is responsible for ensuring the correct sharing of the Code between members and Partners; all partners are expected to facilitate this process.

Maintaining a healthy working relationship with Partners' staff and beneficiaries is of the utmost importance to carry out the engagement. Not adhering to the *Code of Conduct* will significantly compromise LOTO and Partners' mission.

All members must have read the LOTO Code of Conduct by visiting the website [www.lotftravel.com](http://www.lotftravel.com) and by receiving it, together with the LOTO annual membership card, through LOTO official email.

LOTO Members actively involved in on-site activities, in Italy or Abroad, will ensure that they have read and complied with *LOTO Code of Conduct* by subscribing to *LOTO Application Form and Agreement*.

Please note: this is not an exhaustive or exclusive list. All members must avoid actions or behaviours that may constitute poor practice and contradict the standards of conduct outlined in this document - always behaving in respect of human rights and having special consideration in working to protect children from exploitation in any form.

At the same time, all members must avoid actions or behaviours that may damage our home, that is our fragile Planet Earth.