****

**How to work with a CSN Template**

* **[ORG]** – replace it with the name of your organization or its abbreviation
* All text should be reviewed against local context and legal requirements
* Text highlighted in yellow are instructions or references to other documents you may need to have in a place.

**By using this document you comply with our terms and conditions described here:** [**https://www.civilsocietynow.org/terms-and-conditions**](https://www.civilsocietynow.org/terms-and-conditions)

**delete the text on this page before publishing the final version of this policy**

[ORG] Code of Conduct

[Message from CEO is an optional text.Message from CEO at the beginning of the policy emphasizes the values of the organization and the importance of such a policy and supports the staff of the organization in its follow-up. The following is an example of what such message might look like. You can edit or delete this text completely if you choose not to have the message from the CEO in your Code of Conduct.

***Message from CEO/president/founder***

*Doing things right is one of our most important values at [ORG]. We work hard every day to provide support that enhance the lives of people in our community, and our country. We are clear about what we mean when we talk about doing things right. Not only does it mean that we conduct activities that are well planned, monitored and of exceptional quality, but it also means that every step we take is taken with ethics and integrity in mind.*

*We also cooperate only with suppliers who act in accordance with principles and standards mentioned in this Code of conduct. We monitor our entire operations for compliance with this Code of Conduct.*

*Doing things right is not an option at [ORG]. Working here means making a commitment to uphold our values and following the code of conduct outlined in this document. Thank you for upholding our values and helping us to be the best product supplier we can be.*

# Introduction

[ORG] is [write here short text (1-2 sentences) introducing your organization, focus on its status (e.g. non-governmental, non-profit organization), its vision and main commitment. When done, delete this instruction

The aim of this Code of Conduct is to provide clear guidance on the standards of behaviour required by all our staff. Any unacceptable behaviour breaching this Code may result in disciplinary action, including dismissal.

# Applicability

This Code of Conduct (hereinafter also the Code) is fully applicable to all our full time and part time staff, volunteers, interns, consultants, governing body members and people working on behalf of our organization or visitors to projects – further referred to as „ staff”[[1]](#footnote-1). This policy is applicable during and outside the working hours in any matter that is or might be related to [ORG].

Key principles of this policy are also applicable to our third parties. *Find more details outlined in the Code of Conduct Key Principles for third parties.*

# Terminology

Please refer also to Annex I. – Terminology (attached to this policy) for additional terminology.

# Our activities are guided by these core principles

## Humanity

Human suffering must be addressed whenever it is found. The purpose of our actions is to protect life and health and ensure respect for human beings.

## Neutrality

We will note take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.

## Impartiality

Our actions must be carried out on the basis of need alone, giving priority to the most urgent cases and making no distinctions on the basis of nationality, race, gender, religious belief, class or political opinion.

## Independence

Our actions must be autonomous from political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.

# Standards of conduct

Our staff is obliged to avoid any unacceptable behaviour described in Annex I. below, and to comply with the following standards:

## Highest standard of personal and professional conduct in line with our beliefs, policies, values, mission and vision

Our staff must ensure their behaviour during and outside of work supports positive reputation of our organization.

Everyone has to be treated with respect and dignity. Any form of discriminative behaviour on the basis of race, gender, religion, social status, colour, national or ethnic origin, age, disability, sexual orientation and others is unacceptable.

The well-being of everyone involved in our activities, in particular children and other specific groups of people that are particularly vulnerable in the context we work in, has to be promoted across our programmes and any behaviour likely to cause harm, including physical, sexual, emotional abuse and neglect, is prohibited.

Our staff has to observe all relevant laws and regulations, along with cultural norms. In case the rules of laws and/or cultural norms contradict to, conflict with, or undermine the basic human rights or the standards and principles of this Codes, our staff is asked to report it to management [you may also add here specific senior position from your organization responsible for policies if such responsibility is assigned to someone in your organization, e.g. HR manager or safeguarding focal point]

Our staff must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature. Our organization will not tie the promise, delivery or distribution of assistance to the embracing or acceptance of a particular political or religious creed.

Our staff should always use appropriate language, appear and dress in a way corresponding to their position and given situation, creating a respectable and positive perception of our organization.

The possession, distribution or consumption of illegal substances at the work place or while in the car of the organization or when on duty is strictly forbidden. Any type of work under the influence of alcohol[[2]](#footnote-2), or any illegal substance is not acceptable.

## No involvement in activities which are illegal or might compromise the work of [ORG]

Taking part or supporting any illegal or criminal activities is unacceptable. *.*

Abuse or exploitation of children or adults in any way or any activities contravening basic human rights are forbidden.

Any other inappropriate behaviour or action that might jeopardise reputation of our organization must be avoided.

## No corruption and no conflicts of interest with [ORG] work or reputation

No corrupt or fraudulent behaviour is acceptable.

Our staff must not use his/her working position to achieve personal profit or benefit and have to avoid any situation where personal interests could be in conflict with the interests of our organization.

*Find more details outlined in the Anticorruption Policy and Conflict of Interest Policy.*

## No sexual exploitation or abuse

Sexual relationship between our staff and a beneficiary is likely to be based on inherently unequal power dynamics and may undermine the credibility of our organization and its work. As such, we consider it as unacceptable.

Sexual relationship with children (persons under the age of 18) is prohibited regardless of the age of the majority or adulthood of consent locally. Mistaken belief in the age of the child is not a defence.

The exchange of money, goods, services or favours for sex is unacceptable.

*Find more details outlined in the Prevention from Sexual Exploitation and Abuse Policy (PSEA) and Conflict of Interest Policy.*

## No bullying, harassment, discrimination, intimidation or abuse

Actions of our staff should be fair and honest. All people have to be treated with dignity and respect and our staff must never engage in any humiliating, degrading or exploitative behaviour.

Any form of physical violence - unless in self-defence – is unacceptable and will lead to immediate dismissal.

The use of inappropriate, violent or offensive language in oral or written form towards others is not acceptable.

## Responsibility towards [ORG] asset, resources or information

Our staff are expected to use assets, financial and other resources of the organization in a responsible and accountable manner, following all our relevant policies and procedures.

Organization equipment must not be used for any illegal activity, including any form of harassment, intimidation or degrading activities or comments.

Any entrusted project goods and services must be used in an appropriate manner. Causing damage intentionally or through gross negligence to any property of the organization or to any property directly connected with our work is unacceptable.

Any private or confidential information related to our work must not be shared outside the organization verbally, in written form, through media, social networks or otherwise, unless legally required to do so and with observance of applicable security protocols.

## Responsibility towards one’s health, safety and security and of those you manage

Our staff are required to comply with local security guidelines

Our staff have to behave in ways that avoids unnecessary risks to the health, safety and security of themselves, of their team members, and of those whom they manage. The same attitude must be practiced towards partner organizations and our beneficiaries.

## Obligation to report all breaches of this Code of Conduct

Incidents, concerns or suspicions regarding any breaches of this Code must be brought to the attention of the relevant senior manager via relevant Whistleblowing channel(s).

### If someone asks you to do something that you know is wrong, DO NOT DO IT! No matter who asks you, if you know something is wrong, you must refuse to do it. You must immediately report the request to the

No false or malicious accusations in relation to the Code are acceptable. Any intentionally false or malicious complaints are considered unacceptable and will be handed as a misconduct.

All information about breaches of the Code of Conduct must be handled with the utmost discretion.

# Annex I. – Forms of unacceptable behaviour, terminology

Clear definitions are essential for the consistent manner of understanding, categorizing, reporting and responding to individual breaches of this Code of Conduct. All forms of behaviour listed below are seen as “unacceptable behaviour”.

## Abuse

Abuse is a wrong, improper use or treatment of something or someone causing harm, damage, offence or distress. There are several forms of abuse (such as physical abuse, verbal abuse, sexual abuse and emotional abuse), any or all of which may be perpetrated as a result of deliberate intent, negligence or ignorance.

## Bullying

Workplace bullying is repeated inappropriate behaviour (verbal, physical or otherwise), conducted by one or more persons against another, which could reasonably be regarded as undermining the individual’s right to dignity at work.

An isolated incident of such behaviour may be an affront to dignity at work, but a once-off incident is not considered as bullying. The exercise of legitimate management/employee rights or responsibilities is not bullying.

A pattern of the following behaviours are examples of types of bullying:

* Verbal or written abuse or insults
* Being treated less favourably than colleagues
* Intrusion – pestering, spying or stalking
* Menacing behaviour
* Intimidation
* Excessive monitoring of work
* Humiliation
* Withholding work related information
* Unreasonably changing or manipulating a person’s job content and targets
* Blame for things beyond the person’s control
* Manipulation of the victim’s reputation by rumour, gossip or ridicule
* Preventing the victim from speaking by making loud voiced criticisms or obscenities
* Constant undermining, mockery or criticism that focuses on a personal characteristic
* Exclusion, or victimisation
* Aggressive behaviour towards others, including unreasonable anger or shouting
* Abuse or threats of abuse
* Persistently manipulating the nature of the work or the ability of the victim to perform the work e.g. by overloading, setting objectives with impossible deadlines, deliberately withholding work information, or setting meaningless or unachievable tasks
* Repeated criticism of work without balancing this with positive feedback where possible or by providing potential solutions
* Criticising an individual’s capabilities or her/his personality in front of others

## Child abuse

Child abuse and neglect, sometimes also referred to as child maltreatment, is defined as all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust, or power.

Within the broad definition of child maltreatment, following subtypes are distinguished:

* **Physical abuse** is actual or likely physical injury to a child, such as hitting, kicking or shaking.
* **Emotional abuse** is harm done by persistent or severe emotional ill-treatment or rejection, such as degrading punishments, threats, bullying or not giving care and affection, resulting in adverse effects on the behaviour and emotional development of a child or young person.
* **Neglect** occurs when basic needs such as food, warmth and medical care are not met, resulting in the serious impairment of a child’s or young person’s health or development.
* **Child sexual abuse** occurs if a child or young person is pressurised or forced to take part in any kind of sexual activity. A child cannot consent to any form of sexual activity. When a perpetrator engages with a child this way, they are committing a crime that can have lasting effects on the victim for years. Sexual abuse can happen anywhere – and it can happen in person or online. Sexual abuse includes incest, rape and fondling, showing pornography or viewing pornographic images of children. Sexual abuse may involve siblings or other family members, or persons outside the family.
* **(Online) solicitation (or grooming) of a child** for sexual purposes is an Intentional proposal, through information and communication technologies, of an adult to meet a child who has not reached the legal age for sexual activities, for the purpose of engaging in sexual activities or the production of child sexual abuse materials.
* **Commercial or other exploitation** of a child refers to the use of the child in work or other activities for the benefit of others. **In relation to child labour**, we observe theConvention on the Rights of the Child (*hereinafter the Convention)*, which stipulates that children's work should not jeopardize any of their other rights, including the right to education, or the right to relaxation and play. At the same time, acknowledging that state parties of the Convention shall provide a minimum age or minimum age for admission to employment, we aim to act, in this regard, in compliance with relevant legislation of the country of our operations.

*Find more details outlined in the Child Protection Policy*.

## Conflict of interest

Conflict of interest is a situation where our staff would use their working position or organizational name, logo or reputation to achieve personal profit or benefit. This may occur in the following situations:

* Our staff, their family members or friends would supply goods or services to our organization and its projects, unless undergoing a fair and fully transparent selection process.
* Our staff would be directly hiring or supervising their family members, bypassing a regular and transparent process.
* Our beneficiaries would be family members or friends of our staff, bypassing a regular process of beneficiary selection.
* Taking loans from our beneficiaries

*Find more details outlined in the Conflict of Interest Policy.*

## Corruption

Corruption is an abuse of the entrusted power for the private advantage of any person. This includes offering, giving, demanding or receiving financial or material gifts, loans, rewards, provisions or any other advantages from/to a third person as incentive to achieve something which is dishonest, illegal or breaching confidence within the framework of contractual relations. This refers in particular to:

* Bribery and the acceptance of bribes, excessive gifts or favours in return for support, goods or services provided by our organization
* Granting and receiving advantages, including return parts of contractual payments (“kickbacks”)
* Facilitation payments
* Fraud and embezzlement (utilization of the entrusted funds for personal use)
* Agreements reducing competition
* Extortion and money laundering

*Find more details outlined in the Anticorruption Policy*.

## Discrimination

Discrimination is an unequal treatment of individuals or groups on the basis of personal characteristics such as disability, appearance and group characteristics, such as ethnicity, religion, etc. Common forms of discrimination may include, but are not limited to, making employment or programming decisions based on family status, race, minority group, gender, religion or lack of religion, colour, national or ethnic origin, citizenship, language, marital status, birth, sexual orientation, age, disability, political conviction, socio-economic background, caste, HIV and AIDS status or other illnesses and physical appearance or lifestyle.

Examples of discrimination may include, but are not limited to:

* Programmes not based on proper needs assessment or situational analysis resulting in interventions that benefit men more than women, or vice versa
* Hiring preferences based on one’s religion or ethnic group over members of other denominations or groups
* Stigmatization of or service denial to people on the basis of their HIV and AIDS status
* Service delivery only to particular ethnic, religious, or political groups

## Exploitation

Exploitation means using a position of authority, influence or control over resources, to pressure, force, coerce or manipulate someone to do something against his/her will or interest and wellbeing. This includes threatening to withhold project assistance, threatening to make false claims about a person in public, or any other negative repercussions in the work-place or community.

Examples of exploitation include, but are not limited to:

* Offering special benefits to beneficiaries or other programme participants in exchange for expressed, implied or demanded favours (including sexual favours) or benefits, either to the staff member or to a third party
* Threats or implications that an individual’s refusal or unwillingness to submit to demands will affect the person’s entitlement to project assistance and support, or terms and conditions of employment
* Children’s involvement in heavy, dangerous, extended long hours or forced labour
* Selling, buying, and transporting children, women or men by means of coercion or deception for economic or other gains

## Fraud

Fraud is a theft or misuse of funds or other resources by our staff member or a third party, which may or may not involve misstatement of financial documents or records to conceal the theft or misuse.

Examples of fraud include, but are not limited to, the following:

* Theft of funds or any other property
* Falsification of costs or expenses
* Forgery or alteration of documents
* Destruction or removal of records
* Inappropriate personal use of the organization’s assets or funds
* Seeking or accepting cash, gifts or other benefits from third parties in exchange for preferment of the third parties in their dealings with our organization
* Blackmail or extortion
* Paying of excessive prices or fees to third parties with the aim of personal gain

*Note Unacceptable fraudulent and corrupted practices described in detail in the Anticorruption Policy.*

## Grooming

## Grooming is the predatory act of manoeuvring another individual into a position that makes them more isolated, dependent, likely to trust, and more vulnerable to abusive behaviour. The goal is to prepare the other person for abuse (for example, sexual or financial) later. Therefore, the first step the groomer takes is to establish friendship and trust

## HATE speech

## Hate speech is defined as the (mostly done online) public incitement to violence or hatred on the basis of certain characteristics, including race, colour, religion, descent and national or ethnic origin, sexual orientation, gender identity and disability.

## Harassment

Harassment is an unwanted behaviour relating to personal characteristics such as race, membership of a minority group, sex, gender, religion or lack of religion, colour, national or ethnic origin, language, marital status, family status, sexual orientation, age, disability, political conviction, socio-economic background, caste, HIV and AIDS status or other illnesses and, physical appearance or lifestyle which has the purpose or effect of violating a person’s dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person. Such unwanted conduct may consist of acts, requests, spoken words, gestures or the production, display or circulation of texts, pictures or other material.

Harassment also includes the less favourable treatment of a person because he or she has rejected or submitted to the type of conduct described above.

Anyone can be a victim of harassment. Harassment may be an isolated incident or repeated actions. It can take many forms and may involve written documents, the use of IT including email, text messaging, photographs or pictures.

Many forms of behaviour may constitute harassment, including:

* Verbal harassment - jokes, comments, ridicule or songs
* Written harassment - including text messages, emails or notices
* Physical harassment – jostling, shoving or any form of assault
* Intimidating harassment – gestures, posturing or threatening poses
* Visual displays such as posters, emblems or badges
* Isolation or exclusion from social activities
* Pressure to behave in a manner that the individual thinks is inappropriate – for example, being required to dress in a manner unsuited to a person's ethnic or religious background

## Illegal activities

## Activities that are in contrary to or forbidden by law, especially criminal law, or not sanctions by official rules.

## Trafficking in persons

Trafficking in persons means the recruitment, transportation (including failure to provide return transportation), transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, if abduction, of fraud, of deception, of abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.

## Intimidation

Intimidation is the act of willingly making someone timid, filled with fear or frightened into submission. Intimidation implies inducing fear or a sense of inferiority in another person by threats or inducing fear of the consequences against him/her or their family or friends. Acts of intimidation can be verbal, non-verbal or physical.

## Modern Slavery

Modern slavery refers to situations where one person has taken away another person’s freedom – their freedom to control their body, their freedom to choose to refuse certain work or to stop working – so that they can be exploited. Freedom is taken away by threats, violence, coercion, abuse of power and deception.

## Sexual abuse

Sexual abuse is a threat of or actual physical intrusion of a sexual nature, whether by force, coercion or under unequal conditions. It includes sexual assault or sexual acts to which a person has not consented, could not consent, or was compelled to consent.

## Sexual exploitation

Sexual exploitation is any actual or attempted abuse of a position of vulnerability, differential power, or trust, to pressure or demand others to provide sexual favours, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of someone else.

## Sexual harassment

Sexual harassment is any form of unwanted verbal, non-verbal or physical conduct of a sexual nature. A single incident may constitute sexual harassment. Many forms of behaviour can constitute sexual harassment, including:

* Physical conduct of a sexual nature, including unwanted contact such as unnecessary touching, patting or pinching or brushing against another person’s body, assault and coercive sexual intercourse.
* Verbal conduct of a sexual nature. This may include unwelcome sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the workplace after it has been made clear that such suggestions are unwelcome, unwanted or offensive flirtations, suggestive remarks, innuendos or lewd comments.
* Non-verbal conduct of a sexual nature. This may include the display of pornographic or sexually suggestive pictures, objects, written materials, posts on social media, emails or text messages. It may also include leering, whistling or making sexually suggestive gestures.
* Sex-based conduct. This may include conduct that denigrates or ridicules or is intimidating or physically abusive of an employee because of his or her sex, such as derogatory or degrading abuse or insults that are gender-related.

## Sexual violence

Sexual violence is defined as any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed, against a person’s sexuality using coercion, by any person regardless of their relationship to the victim, in any setting, including but not limited to home and work.

A wide range of sexually violent acts can take place in different circumstances and settings. These include, for example: rape within marriage or dating relationships or rape by strangers; sexual abuse; forced marriage or cohabitation, including the marriage of children; denial of the right to use contraception or to adopt other measures to protect against sexually transmitted diseases; forced abortion; forced prostitution and trafficking of people for the purpose of sexual exploitation.

I have read carefully and understood the Code of Conduct and agree to abide by their requirements, and commit to upholding the standards of conduct required.

I understand that failure to comply with any principles of the Code of Conduct may result in disciplinary action up to and including dismissal and, where applicable, may result in civil or criminal proceedings against me.

Name:………………………………………………………… Signature:………………………………………………………..

Date:…………………………………………Organization:……………………………………………………………………...

Location:………………………………………………

**POLICY IMPLEMENTATION - CHECKLIST**

Implementing the policy in the workplace involves communicating it to all staff and providing any necessary training to ensure they understand it. The policy should be practiced and promoted by management to lead the way for staff.

|  |  |
| --- | --- |
| **POLICY MADE AVAILABLE TO ALL relevant STAFF** |  |
| New policy/updated version of existing policy was shared with all relevant staff |  |
| If relevant, copies of the policy are also available in any local languages and explained to the workers. |  |
| Copies are displayed in the office |  |
| A summary version of the full policy version act as a reminder to staff. If relevant, different parts of the code can be highlighted in different parts of your office—for example, you can put up signs in kitchens about cleanliness and respect for others. |  |
| **UNDERSTANDING THE POLICY** |  |
| Responsible person for implementing the policy was assigned |  |
| Relevant staff receives **training for the policies.** The best training programs provide a way to track training progress and allow employees an opportunity to seek clarification where they are stuck. Trainer should be able to clearly explain the policy to staff and answer their questions. It is crucial to communicate effectively in negotiations to ensure trainer achieved his ultimate goal, i.e. staff understand the policy.  Do not forget to ask trainees to sign the training attendance sheets, as this type of documentation is often required by the auditors. |  |
| Feedback from trained staff is collected to ensure that they understand the policy and what is expected of them. If they don't fully understand some areas, provide additional explanation (e.g. one-on-one training, allocate time during staff meeting to explain the issue). |  |
| Compliance with the policy is monitored and enforced by senior management |  |
| **ACCEPTING THE POLICY** |  |
| Code of Conduct is attached to all staff contracts and other persons/entities, and acceptance of the policy is signed by them. A substantial breach of the policy needs to be listed under the reasons to terminate the contract. |  |
| Key policies are annexed to the national staff handbook |  |

1. For the purpose of this policy, the term “staff” is used to refer to all concerned personnel, including external personnel [↑](#footnote-ref-1)
2. *It is highly recommended to avoid consumption of even a small alcohol or other substance as any amount might influence behaviour, create negative perception or have legal consequences (e.g. validity of the insurance). On the other hand, in some cultures on certain occasions, a small amount of alcohol might be acceptable.* [↑](#footnote-ref-2)