



supporttolife

CODE OF CONDUCT

Support to Life

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Objective:

STL is committed to maintaining the highest standards of openness, integrity and accountability. This document is a reference framework clarifying the conduct and behaviour expected by all STL members in line with STLs principles and purpose, contributing to the welfare and respecting the rights of all its stakeholders. It acts as tool to ensure accountability, and help prevent, identify and manage incompatible behaviours, and outlines the mechanisms available to all members in managing such behaviour.

Scope:

Applicable to all people working with STL (employees, volunteers, consultants, interns, trustees and other individuals representing the organisation, on duty, off duty and / or while on leave) hereafter referred to as 'members'.

Responsible:

The Executive Director of STL is the overall responsible; the HR team is responsible for ensuring practical implementation, monitoring and evaluation; and all Field Coordinator and Managers have a particular responsibility to ensure their team receive and understand the Code.

Strategy:

The CoC is approved and signed by the Executive Director of STL. It is accessible for all staff member in English, Turkish, Kurdish and Arabic in the Quality Management database. It forms part of all contracts of employment or conditions of service, as a complement to the HR Guidelines, STL values and principles and competencies and counterpart to 'Complaints and response mechanism policy'.

All members of STL must read, understand and sign this document, its counterpart the 'Complaints and response mechanism policy' and the related policies attached as annex. All members must receive an orientation about the CoC within one month following the start date of their working agreement.

Monitoring:

The CoC will be monitored by the HR department. Questions will be included about the policy in the annual staff survey to monitor and evaluate the application of CoC and orientation processes. In addition, the signed CoC will be archived and a list of staff having signed it will be regularly updated.

Annexes:

Annex 1: STL Confidentiality Policy

Annex 2: STL Sexual Exploitation and Abuse Policy

Annex 3: STL Child Protection Policy

Annex 4: STL Whistle-blowing Policy

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Approved by: Sema Genel Karaosmanođlu, Director of Support To Life.

1. Principles and Definitions

STL's work is governed by the principles and values of humanity, impartiality, neutrality, independence, accountability, personal commitment and professionalism. These principles and values must be upheld by all members of the organization in order to ensure that behaviour does not affect negatively, directly or indirectly, operations, security, teams and individuals, specifically those whom the work of STL aims to assist.

Underlying this Code of Conduct is a consideration of the impact of behaviour on the following:

- Well-being, affecting the dignity, physical or psychological welfare of another individual or group,
- Legal, breaching national or international norms, or threatening the organisation's presence and/or response capacity,
- Security, constituting or generating an unnecessary risk for people's safety and STL's capacity to maintain its response;
- Team, generating unnecessary problems or conflict that prove detrimental to normal functioning and/or capacity to respond,
- Programs, damaging the quality or capacity of STL's response,
- Perception, damaging STL's reputation or reducing the confidence in STL and so jeopardizing its capacity to respond.

All STL members must be aware of the potential implications of their behaviour, and are personally and collectively responsible for maintaining the standards and expected to act in accordance with the principles and values outlined below.

2. Behaviour Guidelines

All members of STL are expected to abide by the following:

2.1 Respect and Dignity

- Respect, implement, and promote the STL values of humanity, impartiality, neutrality, independence, and accountability,
- Respect all people, taking into account personal customs, habits, and religious beliefs and making no discrimination based on nationality, race, ethnicity, tribe, gender, religious beliefs, political opinion or disability,
- Recognise the value of a diverse workplace and its variety of perspectives, including those of different cultural and educational backgrounds,
- Contribute to removing barriers to equality,

2.2 Personal and Professional Conduct

- Conduct all duties with integrity and strive towards attaining a high standard of professional achievement, competence, and efficiency,
- Maintain the highest standard of integrity in all work-related relationships both within and outside STL,
- Be respectful to all persons they deal with, including colleagues, beneficiaries, and any external partners or collaborators,
- Act to enhance the employer's reputation and standing at all times and abstain from any acts or statements that could damage the reputation of the organization,
- Foster the highest standards of professional competence among those for whom the staff member is responsible,
- Adhere to the duties and obligations set out in their contractual agreement, the HR Guidelines, all relevant technical guidelines (Financial, Logistic, Project Management) and any other regulations or instructions issued by a relevant manager or STL authority, as well as this Code of Conduct,

2.3 Conflict of Interests

- Perform official duties and conduct private affairs in a way that avoids conflict of interest,
- Declare any potential conflict of interest or bias, including current or former relationships with current or potential partner organisations, suppliers, service providers (such as family relations or shareholding),
- Not to hold any public appointment without prior authorization of the head of STL in their location.

Please note, STL allows staff members to have a second occupation or employment as long as it does not affect the STL's working hours and principles.

2.4 Financial and Material Resources (including data and other electronic records/information)

- Take utmost care of STL resources, safeguarding them from theft or damage, keeping and maintaining them properly, and ensuring that unauthorized or unethical use, intentional misuse or negligence does not occur,
- Optimise the use of STL resources, using them efficiently and effectively,
- Return all property belonging to the employer with which they have been entrusted in good condition at the employer's request and/ or at the end of the work period,
- Minimise negative impact on the environment.

2.5 Commitments in the name of STL

Must not make any commitments without prior authorization of the head of STL in their location, that obligate STL in any way (financially or otherwise) to any authority/ public or private entity/ person, or in a way that associates the employer with any political/ business/ religious agenda;

2.5 Corruption and bribery

- Carry out all responsibilities with integrity, free from dishonesty or corruption, including not engaging in any act of favouritism, nepotism or bribery;
- Decline any gifts, favours, remuneration or economic benefit which are more than “tokens” (i.e., pens, trinkets, desk diary’s);
- Not show bias or preferential treatment linked to procurement of goods or services, or in human resource activities;
- Not receive or provide bribes, including commissions of any kind.

2.6 Confidentiality¹

Exercise care when dealing with internal information; Not divulge any confidential information about STLs work, beneficiaries or staff, obtained while working for STL after leaving the organization, in line with the STL Confidentiality Policy (Annex 1)

2.7 Representation of STL (press, media and social media)

- Positively represent STL,
- Not make any public statement to any party external to STL without prior authorization of the head of STL in their location,
- Not publish work, articles, or research related to STL in external publications without prior authorization of the head of STL in their location,
- Not publicise any non-official internal information about STL, including via social media, internet blogs, Facebook or other electronic forums,
- Not use the STL logo for anything other than official purposes,
- Carry out any other acts that could damage the perception, reputation, or confidence in STL,
- Exercise necessary caution and discretion in official or private communications, including telephone calls, radio messages, e-mails and letters, particularly regarding political or military matters or other issues that may contradict the values of STL,

¹ *Bribery is the offering, promising, giving, accepting or soliciting of money, a gift or other advantage as an inducement to do something that is illegal or a breach of trust in the course of carrying out an organisation’s activities. Corruption is commonly defined as the misuse of public office for private gain.*

- Ensure that personal views, behaviour and beliefs, including political and religious convictions, do not adversely affect official duties or activities performed on behalf STL,

Please note, whilst STL respects the individual's right to express his/her beliefs and opinions (religious, political etc.) any representations (public declarations, sharing via social media etc.) directly in contradiction with STL principles that may damage the perception of STL and/or risk the security of the organisation are not permitted. All workers are asked to carefully consider such actions and their potential impact on STL.

2.8 Criminal and unethical activity

- Behave in accordance with applicable national or international law,
- Not participate in or support criminal or unethical activities; activities that contravene human rights, or activities that compromise the image and interest of STL (for example prostitution, child labour, trafficking of human beings, commodities or drugs, money laundering).

2.9 Alcohol and Illegal Drugs

- Not be under the influence of alcohol or other illegal drugs whilst on duty,
- Report any cases of staff handling any kind of motorized transportation under the influence of alcohol or illegal drugs.

2.10 Safety, security and well-being at work

- Understand and respect all safety and security measures set, temporarily or permanently, by the employer
- Promote the safety, security and well-being of all STL staff,
- Communicate through appropriate channels any behaviour or situation that could constitute a potential risk to their safety, or that of their colleagues, beneficiaries, or a third party,
- Not use or possess weapons or ammunition of any kind while on duty.

2.11 Working environment

- Treat all colleagues fairly, with courtesy, dignity and with respect,
- Contribute to building a harmonious workplace based on team spirit, mutual respect and understanding,
- Seek to resolve differences and solve problems when they arise,
- Not slander or misrepresent another staff member or third party, including making false and malicious statements, misrepresentation or false accusations.

2.12 Abuse of power

Refrain from all acts considered as abuse of power, defined as

“The abuse or misuse of position or influence or failure to use proper discretion for personal benefit or to benefit another person. Abuse of power includes but is not limited to: favouritism², nepotism³, cronyism⁴, corruption⁵, bribery and all forms of exploitation, including sexual.”

Acts that will be considered abuse of power include:

- Any act which could be considered harassment, mobbing, bullying, discriminatory, racist or an illegitimate use of authority (including using language, making suggestions or offering advice that is inappropriate, offensive or abusive),
- Use of position within STL to commit the organisation legally, financially or morally without authorization,
- Stealing or misappropriation of funds, property or human resources from STL;
- All forms of exploitation and abuse⁶; please consult our STL Sexual Exploitation and Abuse Policy (Annex 2),
- All forms of child abuse (persons under the age of 18), as defined in the STL Child Protection Policy (Annex 3),
- Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading, compromising or exploitative behavior,
- Sexual relationships with those who look to STL for protection or assistance; and
- Not reporting concerns or suspicions regarding power abuse, for example sexual abuse or exploitation, by a fellow worker.

2.13 Harassment and Sexual Harassment

- Not harass colleagues or other collaborators, defined as:

“Any improper and unwelcome conduct that might reasonable cause offence or humiliation to another person, in the form of words, gestures or actions which alarm, annoy, abuse, demean, intimidate, belittle humiliate or embarrass another or which create an intimidating, hostile or offensive working environment.”

² This is a mechanism of power abuse implying "privatization" and a highly biased distribution of common resources, no matter how these resources have been accumulated in the first place.

³ Staff who show preference to his or her own friends and family members, irrespective of their qualifications and without due process.

⁴ Favoritism shown to friends and associates (as by appointing them to positions without regard for their qualifications).

⁵ Corruption is about money and using organizational, public or private power to steal from those who have less power. Corruption is a complex concept that includes bribes, embezzlement, fraud, extortion or kickbacks.

⁶ Defined as “any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. Similarly, the term “sexual abuse” means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.”

- Not sexually harass others, defined as

“Any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment. Sexual harassment may occur between persons of the opposite or same sex; both males and females can be either the victims or the offenders.”

The standards above are not an exhaustive list. Other behaviour may be grounds for reporting and/or disciplinary measures in line with its impact, as defined in Section 1.

3. Breaches of the Code of Conduct

All members are expected to behave in line with this Code of Conduct and safeguard the principles of STL.

Failure to meet the behavioural expectations outlined above is grounds for disciplinary actions, up to and including dismissal. Criminal legal consequences may also ensue, depending on the gravity of the behaviour.

4. Raising Concerns, Reporting Misconduct and ‘Whistle-blowing’⁷

Please refer to STL Whistle-blowing Policy (Annex 4).

All members may raise concerns they have or report misconduct through the ‘Complaints and response mechanism policy’. This may be either behaviour that they have observed, suspect, or have been personally subjected to.

STL will ensure confidentiality as far as possible, as well as safeguard that the process protects all individuals who raise concerns honestly and in good faith, irrespective of whether the allegation is later confirmed to be true, and prevents any retaliation.

⁷ Whistle-blowing can be defined as the disclosure of information, a perceived wrongdoing in an organisation, or the risk thereof, to individuals or entities believed to be able to effect action.

5. Statement of Understanding and Receipt

_____, declare that I have received, read and understood the STL Code of Conduct and the 'Complaints and response mechanism policy' in annex. I understand the expectations regarding my behaviour and the mechanisms in place for managing and reporting inappropriate conduct. I understand that this Code forms an integral part of my employment contract with STL and agree to abide by its terms and conditions.

Signature_____ Place_____ Date_____