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## Code of Conduct

### Policies and Procedures of Support to Life No. COC01

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<b>Objective:</b>	Support to Life Association (Support to Life – STL) puts the principles of humanity, impartiality, neutrality, independence and accountability at the center of its work. STL relies on its members to comply with STL’s mission and principles. The Code of Conduct is a framework that describes the expected professional behavior of all members of STL.
<b>Scope:</b>	The Code of Conduct applies to all employees, representatives, consultants, interns, volunteers, and all individuals who represent the STL when they are on duty and off duty. These individuals are referred to as 'STL Members' in the Code of Conduct.
<b>Responsible parties:</b>	While the director of STL has the overall responsibility for the Code of Conduct, the Advocacy and Quality Department is responsible for the monitoring, evaluation and reporting of the Code of Conduct, and Field Coordinators and Managers are personally responsible for ensuring that their teams received, understood and are implementing the Code of Conduct. The Human Resources Department, with the assistance of the Advocacy and Quality Department, is responsible for organizing the Code of Conduct Workshops, providing the attendance of all members to these workshops, and the collection and archiving of the signed Code of Conduct documents.
<b>Compliance procedure:</b>	After receiving feedback from responsible parties and prospective stakeholders, the Advocacy and Quality Department prepares the draft of the Code of Conduct. In accordance with the STL Charter, this draft is approved by the Executive Management. The Code of Conduct enters into force after being signed by the Director of STL. It is made available to all stakeholders in Turkish, English, Arabic and Kurdish in the database of the Advocacy and Quality Department. All members of the STL must receive a training for the Code of Conduct at the outset of their contract or agreement. At the end of the training, they must commit themselves to behave in accordance with the Code of Conduct by reading, understanding and signing the Code of Conduct.
<b>References:</b>	The Code of Conduct is complementary to the STL Charter. The Code of Conduct is an integral part of any contract and agreement made with the members of STL.
<b>Status:</b>	Approved, within the context of the Policies and Procedures of Support to Life No. COC01
<b>Date of Entry into Force:</b>	July 2017
<b>Revision date:</b>	July 2018, following a one-year implementation of the Code of Conduct
<b>Approved by:</b>	Sema Genel Karaosmanođlu, Director of STL

## Statement

Support to Life (STL) is an independent humanitarian aid organization that aims to support people affected or at risk of being affected by disasters in order to meet basic needs and rights.

The Code of Conduct is a framework that explains the behaviors expected from STL members in order to protect human rights, ensure fair and safe working conditions, and provide humanitarian aid in line with high ethical standards and in a responsible manner at STL.

An STL Member is aware of the possible consequences of behaviors he or she performs while on duty and off duty. In all cases, they act in compliance with the Code of Conduct and fulfill their responsibility to provide humanitarian assistance at the highest standards possible.

## Support to Life Code of Conduct

- 1 Support to Life works in accordance with the humanitarian aid principles.**
  - 1.1. Humanity. Under any circumstances, they consider the safety and dignity of all people.
  - 1.2. Impartiality. They provide needs-based humanitarian assistance, without discrimination based on nationality, race, gender, ethnicity, tribe, age, sexual orientation, disability, religious beliefs and political opinion.
  - 1.3. Neutrality. They do not take side in conflicts, regardless of personal experience, political, ethnic, religious belief or political ideology.
  - 1.4. Independence. They ground STL programs and interventions on needs assessments, so the assistance STL provides to people in need is never based on political, economic, military or personal interests.
  - 1.5. Accountability. They bear individual and collective responsibility for being accountable for any action of STL towards beneficiaries, employees, donors, partners, and individuals and communities of local and national organizations.
- 2 Support to Life respects human rights and acts in accordance with the law.**
  - 2.1. They respect the international human rights, within this framework, the fundamental rights guaranteed by the United Nations International Convention on Human Rights and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. They never violate human rights, even in conditions where they are in irresolution..
  - 2.2. They act in accordance with the laws of the country they work. In addition, if the STL Code of Conduct sets standards higher than the laws of the country they work, they must comply with the STL Code of Conduct.
- 3 Support to Life has high ethical standards.**
  - 3.1. They never resort to the use of violence of any kind including, but not limited to, physical, emotional, verbal, economic or gender-based violence, and never tolerates any kind of violence.
  - 3.2. They never abuse their authority arising from their positions in the organization. Abuse of authority covers all types of exploitation including but not limited to, favoritism, nepotism, cronyism, patronage relationships, corruption, and sexual exploitation.
  - 3.3. Their behaviors and expressions never contain any form of harassment, mobbing, bullying, discrimination and racism.
  - 3.4. To prevent any conflict of interest, they share all information that may damage the reputation of STL with the Human Resources Department. These include past professional experiences, infectious diseases, other family members and relatives working in STL, and relationships with the beneficiaries of the STL.

3.5. They decline any gift, grant, favor, accommodation, loan, cash or in-kind payment or anything that has monetary value that comes directly or indirectly from any natural or legal person whose interests may be significantly affected by STL's actions or failures to act. In order to comply with social norms at meetings and visits, they may accept non-alcoholic beverages, modest food and handmade gifts of insignificant monetary value.

3.6. They know how to use the Feedback and Complaint Mechanism, and do not charge anyone with unfounded and malicious accusations.

#### **4 Support to Life is professional and believes in the power of team work.**

4.1. They know, understand and implement their contractual rights and responsibilities arising from their employment contracts, and policies and procedures of STL.

4.2. They fulfill the tasks assigned to them, with professional competence, and to produce the best results.

4.3. Their business attires are always appropriate for working conditions, protocol rules and social context.

4.4. They contribute to providing a calm and efficient work environment.

4.5. They treat their colleagues with an understanding of personal differences and with respect; and when there is a disagreement, they try to provide an amicable solution with an open and positive approach and constructive dialogue.

4.6. They know that as humanitarian aid workers, they must be flexible, durable and responsible in case of emergency and may seek support to alleviate the negative consequences of their work.

4.7. They comply with safety and security measures, including permanent issues and emergency situations.

4.8. They inform their supervisors of the situations that may affect the operations of STL.

4.9. They do not use alcohol or any other psychoactive substances while on duty, they are attentive also while off duty, considering it may affect the reputation of STL.

4.10. They know that their private lives and the privacy of their lives are protected by laws, but they always act with a common sense, considering that their behaviors and actions in their private lives may put STL and its beneficiaries at risk. They are aware of the fact that social media is blurring the boundary between their personal and professional lives and they use social media with the same common sense.

4.11. While off duty, they do not use any garments and materials with STL logo. Bags with STL logo are outside this scope.

4.12. They know how to use the confidentiality demanding information acquired during their services in STL, and never share such information even anonymously with colleagues or persons or organizations outside STL.

4.13. When participating in STL events or visiting those events; they do not keep any audio visual records (photographs, audio recordings, videos, etc.), do not create documents, and do not broadcast unless their managers ask or assign them for doing so. For all audio and visual recordings, the informed consent of the person must be received in writing and prior to the recording.

4.14. They know that all kinds of materials (photo, video, audio recording, document etc.) obtained during the STL activities are the property of STL. They never share, use or disseminate these materials as long as STL does not share them publicly through its corporate communication channels.

#### **5 Support to Life protects its resources.**

5.1. They know the financial management procedures and use the budgets efficiently.

5.2. They use STL resources efficiently and effectively; they try to prevent damages or losses.

5.3. They do not use or receive STL resources for personal purposes and, when STL requests, they deliver all materials and equipment belonging to STL to the logistics team in the area in their location.

## 6 Support to Life attaches great importance to its corporate reputation.

- 6.1. In order to represent STL, they get permission from their supervisor.
- 6.2. They show the required care and attention when representing STL; they do not make any statement that can be interpreted as a commitment of STL towards the third parties, and they give references to the official statements of STL when communicating with external stakeholders.

## 7 Support to Life safeguards children.

- 7.1. They know, understand, and implement the STL Child Safeguarding Policy and Procedures and related codes of conduct.
- 7.2. They do not violate international children's rights and the United Nations Convention on the Rights of the Child, and do not support or overlook its violations. Violations of children's rights include, but are not limited to, early marriage, child labor, child trafficking and child sexual abuse.
- 7.3. They consider STL child safeguarding approach as an integral part of its professional work.

## 8 Support to Life is cautious with ecological balance.

- 8.1. They contribute to keeping the environment clean; they do not pollute the surroundings of buildings and vehicles of the donors, partners and beneficiaries of STL.
- 8.2. They use resources such as paper, plastic, fuel, electricity and water thriftily and efficiently.
- 8.3. They contribute to the sustainable management of wastes. This includes recycling of hazardous materials such as paper, glass, plastic, and hazardous waste such as electronic appliances, bulbs, fluorescent lamps and batteries.
- 8.4. They comply with and implement the STL's corporate «No Smoking» rule in and around the STL offices and buildings, and inside its vehicles.

## 9 Support to Life advocates gender equality.

- 9.1. They know that women, boys and girls have different needs and ways of coping with challenges, and take this into account while performing their duties.
- 9.2. They consider gender equality a fundamental condition for the full realization of human rights, and make it an integral part of their work.

## Breach of the Code of Conduct

This document is directly associated to the employment contract for STL employees. For signatories who are not STL employees, this document is directly associated to the cooperation agreement or contract that allows the signatory to represent STL.

Every member of STL must act in compliance with this Code of Conduct. Failure to comply with this Code of Conduct is subject to disciplinary sanction, and may result in disciplinary actions which include but are not limited to verbal warning, written warning or termination of the contract, in accordance with the Human Resources Regulations. In some cases, legal consequences may arise based on the laws of the Republic of Turkey.

Members of STL should ensure that the breaches of this Code of Conduct are handled with extraordinary diligence. Every member of STL has **the duty to report any breaches of this Code of Conduct**, to one of their line managers immediately, upon realizing or reasonably suspecting it. . Where this is not feasible, the STL member must use the STL Feedback and Complaints Mechanism at the shortest notice. Not reporting a breach of code of conduct deliberately, results in disciplinary sanction.

If the law of the Republic of Turkey or the country where STL operates is breached by the signatory, the signatory may be subject to criminal or civil law proceedings. In such cases, STL receives legal advice concerning this issue.

It must be ensured that the suppliers and subcontractors of STL comply with the policies of STL, and they make the required information accessible.



## Statement of Understanding

STL Members must understand and agree to this Code of Conduct, which is an integral part of their contract or agreement. The STL member guarantees to act in compliance with this Code of Conduct by signing this document which is the official declaration of his/her consent to the Code of Conduct.

Any signatory who has any questions or concerns regarding any part of this Code of Conduct or its possible consequences may share it with their supervisor or the Advocacy and Quality Department.

The guidelines, regulations, policies and procedures referenced in this Code of Conduct may have been revised or under development. STL Members are obliged to read, understand and implement the latest versions of all referenced and / or annexed documents, together with this Code of Conduct, as soon as they are accessible.

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*Place and Date*

*Name, Surname and Signature*