



Institutional directives

# Code of conduct: Integrity, Prevention of Abuse and Safeguarding

Federal Executive Division  
January 2018  
Updated August 2021





## Institutional Directives

---

# Code of conduct: Integrity, Prevention of abuse and safeguarding

<b>1. INTRODUCTION</b>	<b>3</b>
1.1 Why the need for a code of conduct?	
1.2 What are the foundations of this code of conduct?	
1.3 What purpose will the code serve?	
1.4 To whom does it apply?	
1.5 What is the role and importance of this code of conduct?	
<b>2. CODE OF CONDUCT</b>	<b>6</b>
2.1 Relations	
2.2 Elimination of sexual exploitation and abuse situations	
2.3 Work environment	
2.4 Fraud & Corruption	
2.5 Communication	
2.6 Reporting	

# 1.

## Introduction

### 1.1

#### Why the need for a code of conduct?

Humanity & Inclusion (HI) is an international aid and development organisation engaged in promoting the rights of people with disabilities and vulnerable people, and Human Rights in general. The respect and dignity of the concerned people and the beneficiaries of the actions and communities are at the heart of the commitment of the staff and other collaborators (volunteers or partners, for example) of HI, in all contexts of intervention.

HI's reputation depends largely on the quality and accountability of its staff, and so on their conduct. Even during difficult missions, HI aims to promote engagement of the highest quality. Non-respect of the organisation's values undermines the reputation of the whole organisation. It is important to bear in mind that each member of our organisation represents HI both during and outside working hours.

HI's staff regularly find themselves in positions of trust or power with regard to the beneficiaries and communities concerned. They may not feel this to be the case, but it is the unavoidable result of the economic and symbolic differences between an NGO's personnel and the people benefiting from its actions. Demonstrating awareness of this and respect for HI's values means behaving in an appropriate fashion and feeling responsible for and complying with its codes and ethical principles.

## 1.2

### What are the fundamental pillars of this Code of Conduct?

This code of conduct is a key element in the implementation of institutional policies that lay down the fundamental principles for the protection of the resources entrusted to HI, but above all for the protection of our beneficiaries - especially those most vulnerable to the abuse of power, with particular attention to discrimination, gender-based behavior, sexual exploitation and abuse - and of our own staff. These policies are notably:

- **Protection of beneficiaries from sexual exploitation and abuse**
- **Child protection**
- **Fight against fraud and corruption.**

#### **The principles on which these policies are based are as follows:**

- Respect for fundamental human rights, including the rights of the child, disability rights and international humanitarian law,
- Zero tolerance on the part of the organisation regarding violations of these rights by its staff and associates, and at all times,
- Risk management, including establishing a protective environment,
- The duty of assistance to victims, abused by HI staff or other community actors
- The duty to report all incidents, doubts or suspicions of abuse, even in the absence of proof.

This code of conduct aims to protect all the beneficiaries of HI's actions, direct and indirect, as well as people in the communities in contact with these actions, especially children, women, people with disabilities or elderly people and anyone in a situation of vulnerability.

## 1.3

### What purpose will the code serve ?

**The code sets forth the expected behaviors and practices constituting the organisation's minimum standards as well as actions to be avoided** to ensure relations with the beneficiaries or between members of HI's staff are respectful of the ethics developed by the organisation via its policies. Its purpose is therefore to help staff:

- understand better their obligations and responsibilities with regard to the above-mentioned policies put in place by HI,
- take the appropriate decisions and adopt appropriate behavior in both their professional and private lives.

Managers have a particular responsibility to ensure that their teams comply with this code by ensuring that the work environment is conducive to the application and ownership of the principles mentioned. Failure to comply with this code of conduct may lead to managerial sanctions including dismissal, as well as notifications in HR files.

## 1.4

### To whom does it apply?

The Code, which must be signed personally by all the people concerned, applies world-wide to anyone working on behalf of HI or as part of a project or an action conducted with HI, whether recruited internationally or nationally or working on an ad hoc basis on HI's projects and actions. **It thus applies to all people having signed a permanent or fixed-term employment contract with HI, as well as any family members accompanying international staff, as well as to consultants, interns,**

**voluntary workers or international volunteers, service providers and partner organisations, by dint of their collaboration with HI.**

It applies to all these people in all situations, professional or otherwise, during working hours and outside working hours. **For simplicity's sake, these people will be referred to as "HI staff and collaborators"** in this document.

The code of conduct must be signed individually by all persons involved.

## 1.5

### What is the role and importance of this code of conduct?

This code of conduct translates the above-mentioned institutional policies and the institutional protection guidelines into concrete action. It is an addition to the existing documents for defining HI's working environment, which are:

- Humanity & Inclusion's Charter and byelaws,
- the Rules of Procedure, which notably define psychological and sexual harassment,
- the general and specific terms and conditions of engagement, which define the contractual conditions for international staff and national staff,
- the employment contract, service contract or any other formalisation of a professional relationship, which is specific to each person or situation and makes reference to all the rules to be applied.

This code of conduct does not replace these documents.

## 2.

### Code of conduct

**In every context, regardless of the emergency of the situation, as a member of HI staff or as a collaborator, I commit to respect the following:**

## 2.1

### Relations

I will always make sure that beneficiaries (including children), staff and partners are treated with respect, dignity and equality regardless of their age, sex, physical condition, impairment, language, religion, opinion, nationality, ethnic or social origin, status, class, caste, sexual orientation, or any other personal characteristics.

I will always promote non-violent and positive behavior when supervising or interacting with beneficiaries.

I do not participate in or encourage corrupt or fraudulent actions that harm the beneficiaries and/or the organization. I do not demand or accept any commission, consideration, or gift for my decisions or actions.

I do not touch beneficiaries in any way that is inappropriate for the cultural environment in which they live.

I will never use language or make suggestions to provoke, harass or degrade the person or knowingly show disrespect for traditional or cultural practices.

I will never subject to beneficiaries any kind of sexist, humiliating, degrading or abusive behavior, whether physical, verbal or psychological or of other nature.

I will always inform beneficiaries (including children) and communities

of their right to report any worrying situations, especially related to intimacy issues and how they can raise a concern.

I will always try to take into account the capacity of the beneficiary to participate, to respect his/her opinion, choices and autonomy, not doing things of a personal nature that the beneficiary can not do for themselves (e.g. toileting/ changing clothes, etc.).

I will always pay specific attention to people facing obstacles or difficulties in communicating or fully expressing themselves (related to impairment, mobility, gender or any other reason) by providing appropriate, adequate and safe communication spaces and tools.

When I am in contact with a beneficiary (with a special attention to children and women as well as men with disabilities), I will always make sure that the beneficiary is visible to another adult.

## 2.2

### Elimination of sexual abuses and exploitation

I will never engage in any form of sexual relations with anyone under 18 years old, regardless of the age set by the sexual majority, the law or local customs. Mistaking a child's age is not a defense.

I do not engage in any type of sexual relationship or favor in exchange for money, a gift of any kind, work, or humanitarian aid, even if it is offered or expected by the persons involved. This rule applies in all circumstances, including if these individuals are considered as sex workers, or are referred by a third party as such.

I do not, under any circumstances, directly or indirectly, use an adult or child to provide sexual services to another person, nor do I support, enable or participate in any form of prostitution or sexual exploitation.

Under no circumstances will I sexually exploit any HI beneficiary or staff member, nor will I make a child work (including for domestic duties) in exchange for assistance/help or any type of benefit.

## 2.3

### Working environment

I will always treat beneficiaries, especially children and people with disabilities, in an equitable and fair way, never discriminating against them for example by favoritism or by excluding others.

I will always show respect to all categories of employees, partner's staff, community volunteers or beneficiaries.

I will never engage in or tolerate any form of harassment, discrimination, physical or verbal abuse, intimidation or favoritism in the workplace, including sexist and racist behaviours or sexual and psychological harassment and abuse of power, respecting the rules that apply to me (especially Internal Rules) on these issues.

I will always behave in a professional way with colleagues, avoiding spreading rumours and false allegations and refraining from any comment based on gender, sexual orientation, or any other personal characteristics – which may be considered as harassment.

I will always assess the risk of harm of any sort related to project's implementation including financial and material. I will organize the workplace, plan activities and being attentive to any conflict of interest's issues to minimize it, taking into account the impairment, health condition, age and development of the child or any other condition or vulnerability of staff (interns, cleaning staff, etc) and beneficiaries.

I will always plan activities ensuring that information concerning beneficiaries, children, families and communities remains confidential and in respect of the data protection laws applicable to the concerned environment.

I will never invite a beneficiary (especially a child) to my home, offer to transport him/her, or maintain personal contact (phone, media, and social networks) with him/her without a professional reason, and without clear authorization from my manager.

## 2.4

### **Fight against fraud and corruption**

I protect the material and financial resources of the organization against any form of waste, loss, theft or misappropriation.

I ensure that the aid destined for the beneficiaries of our actions reaches them, in the quantities and at the level of quality expected.

I do not demand or accept commissions, no any compensation or gifts for my decisions or actions.

I will not accept facilitation payments (baksheesh), which are designed to speed up the process by avoiding the rules.

I inform my organization of all invitations and gifts received or offered. I refuse all invitations and gifts that result in a real or perceived loss of objectivity and impartiality.

I make objective choices in the best interests of the organization, without seeking advantages, favors or profits for family members, friends or myself.

I inform my organization of potential conflict of interest situations and, when inappropriate, I do not participate in decisions that could be considered non-objective or self-serving.

I perform my duties without abusing the authority or responsibilities entrusted to me in order to obtain personal gain.

## 2.5

### Communication

For any photo taken or video made, I ask for prior authorization from the person concerned or his or her legal representative (minor or under guardianship). Prior authorization cannot be obtained under pressure or in exchange for an individual service.

When a photo is taken or a video is made, with the appropriate prior authorization, I always ensure that the person is not depicted in a degrading or sexually suggestive way.

I will always use respectful words and the people's names when speaking to them and to other persons or communicating on them.

I will never watch, publish, produce, or share pornography showing children, and / or show such material to children.

I will always ensure that all audio, written or visual communication respects the dignity and human rights of the person featured (including anonymity when necessary, mandatory for children in high vulnerability situation), and does not expose her or him to any risk of retaliation or abuse of any nature.

I will always ensure when taking and publishing photos that beneficiaries or children are not naked or dressed in a manner which is

not adapted to the situation in which they are represented.

I will never show the faces of beneficiaries or children who are exploited sexually, victim of trafficking or abuse, in conflict with the law, linked to armed groups or who can easily be located even if their identity has been modified.

## 2.6

### Reporting

I will always raise any concern and query concerning the present Code of conduct, the PSEA and the Child Protection Policy, the Fraud & Corruption policy, with my manager / supervisor, or if not possible, with another from my hierarchy or with a designated focal person (according to the rules to internal reporting rules).

I will immediately report any suspicions or allegations of behaviour going against the principles of the present Code of conduct, the PSEA and the Child Protection Policy or fraud & corruption policy in the EthicsPoint system with, if necessary, the support of my direct manager - even if the information or allegations are unspecific, and without having first investigated them myself.

I never deliberately make false accusations or spread false rumors about a colleague, or any other person, in regard to non-compliance with this code of conduct.

I agree to cooperate, confidentially and impartially, with internal investigations as determined by my organization.

For **people who are part of HI (members and personnel)**, a professional whistle-blowing mechanism is available on Hinside, the organisation's platform for internal communication and collaboration: [https://hinside.hi.org/intranet/jcms/prod\\_2149085/en/professional-whistle-blowing-mechanism](https://hinside.hi.org/intranet/jcms/prod_2149085/en/professional-whistle-blowing-mechanism)

For **people from outside HI** (beneficiaries, partners, suppliers, others), a complaint system is available on the organisation's website: <https://hi.org/en/institutional-and-professional-information#ancre10> Or write to the following address:

Humanity  
&  
Inclusion  
Complain  
ts  
138 avenue des  
Frères LumièreCS  
88379  
69371 Lyon  
Cedex 08  
France

**Contact:**

Risks and Audit Division

On 24 January 2018,  
Handicap International's global movement became  
Humanity & Inclusion.  
The Federation, which runs projects in around sixty  
countries, is now working under the operating names of  
"Humanity & Inclusion", "Handicap International" or  
"Atlas Logistique". Any document with the letterhead  
"Humanity & Inclusion" applies de facto to Atlas  
Logistique and Handicap International teams.

Photo credit: 2017 / bpcraddock / Pixabay /Creative Commons



## **Code of conduct:**

### **Integrity, Prevention of abuse and safeguarding**

---

As an aid and development organisation promoting respect for the dignity and fundamental rights of people with disabilities and vulnerable populations, HI is committed to ensuring the protection not just of its beneficiaries, but also of all those in contact with its actions.

Each member of HI represents the organisation and is responsible for safeguarding its image. Any lack of respect for its values damages HI's reputation and can undermine the legitimacy of its actions.

This Code of conduct outlines the behaviours and practices expected of you with regard to the protection of beneficiaries from sexual exploitation and abuse, as well as the actions to be avoided in order to guarantee that the relations created within our teams, with our beneficiaries and with all those in contact with our organisation are respectful of HI's ethics and, more generally, of the values it defends.

---

## **Humanity & Inclusion**

**138 avenue des Frères Lumière  
CS 88379  
69371 Lyon Cedex 08**

**publications@hi.org  
69371 Lyon Cedex 08**

