



Code of Conduct for Al-Aghsan Staff

1. RESPECT AND DIGNITY

- I will respect all persons equally and without any distinction or discrimination based on race, ethnicity, tribe, gender, religious beliefs, political opinion or disability.
- I will respect local laws, customs and habits of the local culture.
- I will always take into consideration the difficult experiences that our vulnerable beneficiaries have faced and survived, as well as the disadvantaged position in which they may find themselves in relation to those who hold power or influence over certain aspects of their lives.
- I will always seek to care for and protect the rights of the most vulnerable: children, including orphans and separated children, women, single parents, elderly, disabled and chronically sick and particularly vulnerable minority groups. I will act in a manner that ensures that their best interests shall be the paramount consideration.
- I will keep myself informed about AL-AGHSAN's policies, objectives and activities and about displaced communities concerns. I will do my utmost to support AL-AGHSAN's protection and assistance work.

2. PERSONAL AND PROFESSIONAL CONDUCT

- I will uphold the integrity of AL-AGHSAN and my personal and professional performance will always be based on a non-racist, non-discriminatory and gender sensitive conduct.
- I undertake not to abuse the power and influence that I have by virtue of my position over the lives and well-being of beneficiaries, staff members and other persons. I will never request or receive any service or favor from beneficiaries, IDPs, refugees, returnees, staff members or other persons in return for protection or assistance. I will never engage in any exploitative relationships – sexual, emotional, financial or employment-related – with beneficiaries, staff members or other persons.
- I will observe local laws, will meet all my legal and financial obligations, and will not seek to take personal advantage of any privileges or immunities that have been conferred on me in the interest of AL-AGHSAN.
- I will uphold the same level of professional behaviour online as I would offline. This includes, but is not limited to, not posting abusive, defamatory, or libelous information about AL-AGHSAN, and avoiding any activities that would put our beneficiaries at risk.
- I will uphold the highest standards of competence, efficiency and integrity in my professional life. I will demonstrate truthfulness, dedication and honesty in my actions.
- I will be patient, respectful and courteous to all persons with whom I deal including colleagues, beneficiaries, local leaders and government representatives, representatives of operational and implementing partners, donors and other NGOs, agencies, and UN colleagues.
- I will dress in a manner appropriate to the assignment and the cultural setting.
- I will act in conformity with all AL-AGHSAN instructions and policies.

3. CONFLICT OF INTEREST

- I will perform my official duties and conduct my private affairs in a manner that avoids conflict of interest, thereby preserving and enhancing public confidence in AL-AGHSAN.
- I will work to serve the mandate, objectives and values of AL-AGHSAN and ensure that personal views, behaviour and beliefs, including political and religious convictions, do not adversely affect official duties or activities performed on behalf of AL-AGHSAN.



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- My actions will be free of any consideration of personal gain, and I will resist any undue political pressure in decision-making. I will neither seek nor accept instructions regarding the performance of my duties from any government or from any authority external to AL-AGHSAN. Any potential conflict of interest with a supplier, service provider, or business partner (such as family relations or shareholding) must be disclosed.
- I will not accept any honour, decoration, favour gift or remuneration from any authority; nor will I accept these from any other source external to AL-AGHSAN without prior authorisation, except for minor token items of appreciation.
- I will not engage in any outside occupation or employment without prior authorisation. I will not accept supplementary payments or subsidies from a government or any other source.
- I will not assist private persons or companies in their undertakings with AL-AGHSAN where this might lead to actual or perceived preferential treatment. I will never participate in activities related to procurement of goods or services, or in human resource activities, where a conflict of interests may arise. I will act in conformity with all AL-AGHSAN policies, guidelines and instructions.
- I will not receive or provide bribes, including kick-backs of any kind.

4. FINANCIAL AND MATERIAL RESOURCES

- I will safeguard and make responsible use of the information and resources to which I have access by reason of my employment with AL-AGHSAN.
- I will handle AL-AGHSAN's financial and material resources with the utmost care, safeguard these at all times against theft or other damage, keep and maintain them properly, and ensure that unauthorized and unethical use of AL-AGHSAN funds or private misuse does not occur.
- I will conduct all official duties with integrity, free from any taint of dishonesty or corruption, including not engaging in any act of favouritism, nepotism or bribery. This includes not accepting from any external source (including National Societies, governments, corporations or others) without authorisation, any honour, decoration, gift, remuneration, favour or economic benefit which is more than a "token gift".
- I will not use offices, AL-AGHSAN property or knowledge gained from functions with AL-AGHSAN for private gain, financial or otherwise, or for the private gain of any third party, including family, friends or those they favour.
- I will exercise due care in all matters of official business, and not divulge any confidential information about our beneficiaries, persons of concern to AL-AGHSAN, colleagues and other work-related matters
- I will protect, manage and utilize AL-AGHSAN human, financial and material resources efficiently and effectively, bearing in mind that these resources have been placed at AL-AGHSAN's disposal for the benefit of our beneficiaries and other persons of concern to AL-AGHSAN.
- I will work to prevent or mitigate the risk of intentional and/or reckless diversion of AL-AGHSAN funds and assets to armed groups.

5. MEDIA, INFORMATION AND IT

- I will ensure that portrayal of individuals and their circumstances is fairly represented in terms of their capacities and vulnerabilities. All efforts must be made to explain how photos and stories will be used and to obtain permission from the individuals for the use of their photos and stories.
- Although AL-AGHSAN has an open and positive attitude towards the media, I will refrain from making comments to the media or to journalists on behalf of AL-AGHSAN without prior agreement with the Country Director.
- I am aware that journalists are to be considered as such also after working hours. I must clarify my role as media spokesperson before I pass on information other than general information on AL-AGHSAN's mandate and programmes, when meeting journalists in informal settings.
- I will exercise necessary caution and discretion in regards to political or military matters in official or private communications, including telephone calls, radio messages, e-mails and letters.



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- I am responsible for maintaining electronic files and archives in a responsible manner. Information that may be considered illegal, offensive or inappropriate must under no circumstances be processed, downloaded, stored or disseminated.
- I will not issue statements online, to the press or other agencies of public information or submit articles, books or other material for publication if such statements are not in line with AL-AGHSAN public advocacy messaging and policies. I will not make statements on behalf of AL-AGHSAN without prior approval from the Country Director.
- I am committed to, both while working for and after leaving AL-AGHSAN, not to reveal any confidential information I have obtained while working for AL-AGHSAN to any third party. I am aware that the breach of professional secrecy both while employed and after leaving the organization, might lead to a claim for compensation and/or prosecution.
- I declare that I will not use or in any other way disclose to others personal information that I have accessed/ or that otherwise is made known to me for work related purposes by AL-AGHSAN. I will at all times exercise proper safeguards to prevent any breach of confidentiality or privacy in regards to personal information entrusted to me by AL-AGHSAN.

6. ALCOHOL, CRIMINAL AND UNETHICAL ACTIVITIES

- I will have no involvement in criminal and unethical activities, activities that contravene human rights, or activities that compromise the image and interest of AL-AGHSAN.
- I will exercise care with alcohol and will refrain from/avoid using intoxicating substances, including alcohol while on duty.
- I will neither support nor take part in any form of illegal, exploitative or abusive activities, including, for example prostitution, child labour, trafficking of human beings, commodities and intoxicants.
- I will under no circumstances drive a vehicle under the influence of alcohol or any other illegal intoxicants. Any knowledge of staff handling any kind of motorized transportation means under such influence should be reported and will be dealt with as a breach on the Code of Conduct and security regulations, and lead to consequences for the individual's contract.
- The only situations where a staff might be exempted of repercussions due to breaching these regulations will be in a situation where there is a life-threatening situation, and all other options have been left out/explored! Any claim to have utilized this clause, will be thoroughly investigated to clarify the circumstances

7. SAFETY, HEALTH AND WELFARE

- I will promote the safety, health and welfare of all AL-AGHSAN staff as a necessary condition for effective and consistent performance.
- I will remain aware of and comply with instructions designed to protect my health, welfare and safety. I will always consider the safety of staff in operational decisions.
- I will follow the set safety and security regulations/procedures of AL-AGHSAN. Any breaches should be reported, and staff who becomes familiar with colleagues that do not comply and put their own or others safety in jeopardy, will have an obligation to report this through the senior management, or directly to the country director.
- I have made myself familiar with the AL-AGHSAN security procedures, and will conduct my work accordingly, bearing in mind that common sense always prevails, and each situation is dealt with individually.



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8. WORKING ENVIRONMENT

- I will treat my colleagues fairly, with courtesy, dignity and with respect for different customs and cultures.
- I will not under any circumstances carry out any harassment act.
- I will contribute to building a harmonious workplace based on team spirit, mutual respect and understanding.
- I will seek to resolve differences and solve problems when they arise.

9. PROHIBITION AGAINST SEXUAL EXPLOITATION AND ABUSE

- Sexual exploitation and sexual abuse is considered as a violation for human rights, and an unacceptable behaviour for AL-AGHSAN personnel. Sexual relationships between AL-AGHSAN personnel and beneficiaries of assistance undermine the credibility and integrity of the work of AL-AGHSAN and are prohibited.
- Where an AL-AGHSAN staff member develops serious concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he/she must report such concerns via his/her supervisor and/or established reporting mechanisms.
- AL-AGHSAN staff members and management are obliged to create and maintain an environment that prevents sexual exploitation and abuse and promote the implementation of the Code of Conduct. Managers at all levels have particular responsibilities to support and develop systems that maintain this environment.
- The term 'sexual exploitation' is here defined as any abuse of a position of vulnerability, differential power, or trust for sexual purposes; including 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.
- In order to protect the most vulnerable populations, especially women and children, staff must declare and accept the following:
 - I will not commit any act of sexual exploitation, sexual abuse or sexual violence.
 - I will not engage in any sexual activity with persons (adult or child) that benefit or look to benefit from AL-AGHSAN's protection or assistance.
 - I will not exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This prohibition extends to any use of sex trade workers.
 - I will not produce, procure, distribute or use pornographic material in AL-AGHSAN's offices or on AL-AGHSAN's equipment, including reading/surfing pornographic websites or message boards or sending pornographic emails

10. ESPECIALLY FOR MANAGERS

- As a manager I have particular responsibilities to set a good example when it comes to my behaviour both on and off duty.
- I will not engage in or tolerate any form of harassment in the workplace, included but not limited to bullying, sexual harassment and abuse of power. All managers are obliged to prompt actions when harassment is alleged.
- As a manager/supervisor I will be open to views of all team members. I will provide timely feedback on the performance of each team member through guidance, motivation and full recognition of their merits.
- As a manager I will endeavor to ensure that the health and well-being of staff are not subject to undue risk.
- As a manager, I will not solicit favors, loans or gifts from staff, nor will I accept unsolicited ones that are of more than token value.



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- I recognize that there is an inherent conflict of interest and potential abuse of power in having sexual relations with AL-AGHSAN staff and volunteers. Should I find myself in such a relationship, I will advise my manager immediately and resolve this conflict of interest without delay

11. FOR ALL:

I have a duty to inform beneficiaries and others with which AL-AGHSAN works, of the Code of Conduct to which AL-AGHSAN staff must adhere, including how and to whom they can report any misconduct or failure committed by AL-AGHSAN staff or anyone representing AL-AGHSAN

I will report any information received indicating a situation where any of the above agreements are broken through one of the reporting channels.

I am aware of the fact that any breach of this Code of Conduct may lead to disciplinary action, dismissal or even legal action and that intentionally false accusations and reports are seen as a breach of the Code of Conduct and will be subject to disciplinary action

Date.....

Place.....

Signed.....

Employee's name