

help2kids

Code of Conduct

Introduction

We want to be a successful, long-lasting international NGO and, with this in mind, we work constantly to improve ourselves. We make mistakes, put them right and learn from them.

Being long-lasting means always looking ahead. That is why we set ourselves binding targets and are transparent in reporting what we have achieved. All our employees know these targets.

The help2kids Code of Conduct lays out clear guidelines for all employees and members of the Board. We are all equally bound by this Code. The Code of Conduct is an important part of our corporate culture that we live every day and, by so doing, we strengthen it.

The help2kids Code of Conduct is intended to set out generally applicable rules. It makes no claim to being complete and may be supplemented by more detailed guidelines and procedures.

If you as an employee do not know exactly what to do in a particular situation, or you think there has been a breach of the Code of Conduct, you can turn to your Field Manager in the respective country at any time, or to one of the members of the Executive Committee in Switzerland (the President and Vice-President of the Board serve as members of the Executive Committee).

However, you are also free to go directly to the Audit Committee (two members of the Board), who will then raise your concern as an agenda item for the next meeting of the Board.

>>Bound by shared values.>>

We are very grateful for your personal commitment to help achieve the common goal of help2kids.
We help kids now!



Frank Hakenjos
President & Founder



Christian Maeder
Vice-President

Approved by the Board on 22 September 2014

1. Treating one another fairly

- We are respectful, fair and kind in our dealings with one another. We think as a team at all levels. We communicate with one another openly, transparently and amicably, both in our teams and with the outside world.
- Conflicts are addressed openly, objectively and fairly, and solutions sought. Information is always shared. Our language and messages are positive and polite at all times.
- Conflicts and problems are not dealt with personally, in relation to an individual or a group, but are discussed on an objective level.
- Treat every employee of help2kids as you would wish to be treated yourself.
- Employees are loyal to their direct line managers and to the management team and the organisation in general (on social media and in the media).

2. Transparency & communication

- We encourage open, friendly, direct and professional communication with colleagues, managers, senior managers and stakeholders.
- Our language and messages when communicating with one another are positive and polite at all times. We always avoid expressing ourselves in offensive terms.
- Especially in emails and on Skype, we communicate in English. No information is deliberately not communicated or withheld from certain people.
- All employees and line managers are included in any communications which concern them. Not communicating with one another is not permissible.
- The Board and management teams in the countries we work are united and transparent in their communications with the general public. Once decisions have been made, they are accepted and supported by all. Apart from where specifically agreed with the members of the Executive Committee, the Board will not conduct individual discussions with employees in the target countries.
- The communication between the managers operating in the target countries (such as Project Managers, Field Managers and Directors) is controlled by the members of the Executive Committee in Switzerland.

- Internal emails should be answered within 1-2 working days.
- Emails to one of the members of the Executive Committee in Switzerland will always be sent as CC to the other member of the Executive Committee in Switzerland.
- Rules regarding communication, responsibilities and processes are to be adhered to.

>>Honesty and respect in dealing with other people.>>

3. Behaviour

- All employees must observe the relevant regulations in their contracts. No alcohol should be consumed when appearing in public on behalf of help2kids.
- No statements should be made that are discriminatory in any way.
- Violence, theft, drug use and excessive consumption of alcohol will not be tolerated.
- Sexual violence and harassment of employees, children or any other person will not be tolerated and will incur consequences (ranging from a warning to immediate dismissal).
- Only the management team is allowed to drive company vehicles in Africa.
- Instructions, duties and deadlines must be complied with whenever possible. If duties and deadlines cannot be complied with, your line manager must be informed in advance (1-2 days).

4. Employees

- We respect different opinions and lifestyles and tolerate no discrimination or harassment of employees due to differences of opinion, religion or lifestyle.
- All employees are aware of their duties, objectives and responsibilities and act in accordance with the help2kids guidelines.
- Employees follow instructions from the management and work in good faith for the organization.

- Employees always treat internal information such as strategy, budgets, minutes of meetings and all internal documents confidential.

>>Fairness, job satisfaction and transparency are just as much a part of our daily work as being sincere with one another.>>

5. Nothing illegal or unethical

Employees of help2kids behave respectfully and keep to the rules and customs of the country in which they are working.

help2kids and its employees consistently ensure that contracts are complied with and that no individual makes personal gain when contracts or orders are placed. In an international environment, local partners should be chosen carefully. There must be no personal benefits, gifts or other handouts. If there is any suspicion of corruption, the employees in question should contact a member of the Executive Committee.

6. Criticism

Different opinions are explicitly sought. We try to remain objective, honest and constructive, even if we are irritated. We aim to encourage constructive criticism and dialogue in the interests of positive development for help2kids.

7. Confidentiality

Employees always treat internal information such as strategy, budgets, Minutes of meetings and all internal documents as confidential.

8. Consequences of breaches of this Code of Conduct

Depending on the severity of the breach, this may lead to a warning, dismissal or removal from official duties or positions. A breach may lead directly to dismissal or removal from office. In any case, dismissal or removal from office will always follow a third warning.

Any suspicion of a potential breach of this Code of Conduct should be reported to the next level of the management hierarchy. If the suspicion is against the next level of the hierarchy, then it should be reported to the next one after that. In the event of suspicion against members of the Executive Committee or members of the Board, this should be reported to the Audit Committee (two people appointed by the Board). Employees can enforce their right for their report to remain confidential.

The penalty for potential misconduct at the level of employees in the target countries will be imposed by Project Managers in cooperation with the relevant Field Manager. The penalty for potential misconduct at the level of Project Managers and Field Managers in the target countries will be imposed by the members of the Executive Committee in Switzerland. The penalty for potential misconduct by members of the Executive Committee in Switzerland will be imposed by the entire Board, excluding the person in question.

In all cases, the person in question is always given the right to defend themselves.

All employees of help2kids are familiar with this Code of Conduct and bound by it.

This Code of Conduct is valid with immediate effect and supersedes all previous agreements.