



# CODE OF CONDUCT POLICY



Jamnel

JAMNEL CARE ORGANIZATION [info@jamnelcare.org](mailto:info@jamnelcare.org)

# Code of Conduct Policy

## Contents

<b>Code of Conduct Policy</b> .....	2
1 Purpose and context .....	3
2 Principles .....	4
2.1 General.....	4
2.2 Courtesy and Respect.....	4
2.3 Diversity and Equal Opportunity .....	5
2.4 Integrity .....	5
2.5 Appearance and Dress.....	5
2.6 Confidential Information.....	5
2.7 Public Appearances and Comments to the Press and Social Media .....	5
2.8 Harassment and Abuse of Power .....	6
2.9 Standards of Personal and Professional Conduct.....	6
2.10 Photography and Film .....	7
2.11 Safety and Wellbeing.....	8
2.12 Protection of JCO Financial and Other Resources .....	8
3 Scope .....	8
4 Implementation.....	8
4.1 Staff Member’s Responsibilities.....	8
4.2 Management Responsibilities .....	9
4.3 Institutional Responsibility .....	10
5 Statement of Commitment .....	10

## 1 Purpose and context

The Board is aware of its broader responsibilities towards communities, stakeholders, wider society and the environment and acts on them in a manner consistent with the charities values.

The Purpose of the [Code of Conduct](#) is to establish a common understanding of the standards of behavior required by Jamnel Care Organization. The [Code of Conduct](#) is a set of rules, which is a formal commitment to make the people who represent JCO accountable for their behavior and to ensure that they do not put beneficiaries or other personnel at risk of harm.

The [Code of Conduct](#) is binding on all staff, including global positions and national roles, full and part time staff, interns, contractors, suppliers, consultants, volunteers, and trustees (together "Staff Members"). The Code applies automatically to all Staff Members in everything they do as part of JCO, and all parties will be asked to sign a statement in which they affirm their commitment to act in accordance with the Code. As part of JCO's training, everyone will be informed about the standards of the [Code of Conduct](#) and learns how to apply them. Not knowing the Code is no excuse for violating it. Staff members are to act in the best interest of the beneficiaries and place the interest of the organization above any personal interest.

JCO is national, non-profit organization operating in South Sudan to promote the welfare of the most vulnerable and underserved communities through a women centered approach. All Staff Members are expected to treat everyone with respect and dignity regardless of race, age, colour, gender, language, religion or belief, political or other opinion, ethnic or social origin, disability, sexual orientation or other protected characteristics.

JCO's work is based on values. It is essential that our commitment to these values and to humanitarian principles is supported and demonstrated by all Staff Members. If a Staff Member fails to act in a way that is consistent with the organization's values and principles, we fail as an organisation. Staff Members are required to promote and protect the organisation's values, internally and externally. It is important that JCO maintains public confidence and trust, and the respect of our beneficiaries and other stakeholders. Our ability to achieve JCO's goals, often in complex and insecure environments, is linked to our reputation. This reputation relies on everyone who works for the organisation upholding and promoting high standards of conduct in order to uphold JCO's image, security and financial status. We must all behave with integrity, and not act in a manner that brings JCO and its work into disrepute. Working for JCO requires accepting the responsibility for safeguarding human rights in general and beneficiaries' rights in particular, showing a commitment to working with vulnerable populations and protecting their dignity. JCO may choose, or be obliged, to report any violation to a relevant legal authority, which may lead to criminal prosecution.

Managers have particular responsibilities to set a good example, promote policies and behave in a way that

creates a working environment that supports staff to uphold these standards and help them adhere to this [Code of Conduct](#). JCO works to ensure that all resources entrusted to JCO, whether human, financial or material, are used in an appropriate and effective way, and used for their designated purpose. Staff Members must not only apply the code individually, but bring to the attention of senior management any potential incident, abuse or concern that they witness or are made aware of. Further guidance on how to raise concerns is provided in the organisation's [Whistleblowing Policy](#) and in the [Safeguarding Policy](#). This Code cannot cover every single situation. If a Staff Member finds themselves dealing with something unexpected, they are to use their judgement, based on the principles of this Code, and get guidance or help.

The Code is reviewed regularly to make sure it is consistent with the rest of JCO's policies, as well as the law. JCO reserves the right to amend and revise the contents of this policy at any time. Whenever there is a change to the Code, Staff Members will be notified.

This policy does not form part of the contract of employment. However, the [Code of Conduct](#) is a set of guidelines which the employee is expected to adhere to and sets out what conduct is and is not acceptable in line with the organisation's values. Any failure of an employee to comply with the principles set out in this policy may result in disciplinary action being taken.

## 2 Principles

### 2.1 General

No group of people can work cohesively together without a clearly defined set of rules. The purpose of such rules is to ensure JCO runs efficiently and effectively, and to provide a safe and conducive working environment. The following principles and rules provide a framework to support this [Code of Conduct](#). JCO's policies on [Safeguarding](#), [Conflict of Interest](#), and financial policies around [Anti-Bribery, Corruption & Fraud](#) should be read in conjunction with the [Code of Conduct](#) for a wider understanding of the applicability of the Code.

### 2.2 Courtesy and Respect

All Staff Members of JCO are expected to be courteous to others and to show respect for the culture(s) of the country in which they work and that/those of their colleagues. Whether dealing with people face to face, on the telephone or handling paperwork or electronic correspondence, staff should remember that they are representing the organisation. Professional personal, telephone and email etiquette is expected at all times.

### 2.3 Diversity and Equal Opportunity

JCO believes people from different backgrounds, with different thoughts and opinions make us a stronger organisation. They bring JCO valuable new ideas, approaches and experiences.

Regardless of their status, everyone has the same chance to progress at JCO, whatever their ethnicity, gender, national origin, age, ability, sexual orientation or religion. JCO is committed to a policy of equal opportunity, diversity and non-discrimination, and works to create a culture where everyone feels welcome, respected and a valuable member of the team, whatever part of the organisation they work in.

JCO does not tolerate any kind of discrimination, bullying or harassment. And we encourage each other to speak up and report it without fear of reprisal. Any employee found to be in breach of the Code, including (but not limited to) discriminating against, bullying or harassing another staff member or any third party

associated with JCO, or inducing or instructing another staff member to breach this Code, will be subject to the organisation's disciplinary procedure.

## 2.4 Integrity

JCO requires that staff conduct their duties with integrity, free from dishonesty including not engaging in any act of favouritism or nepotism and not acting in a way that puts JCO into disrepute. JCO has zero tolerance for corruption and any kind of bribery, including so called "facilitation payments". JCO does not offer or accept improper gifts or payments in the course of conducting our work. Further information can be found in the [Conflict of Interest Policy](#) and [Anti Bribery Policy](#).

## 2.5 Appearance and Dress

JCO operates in various cultures and environments with differing standards and expectations. Staff Members should ensure their appearance and dress is culturally acceptable for the environment in which they work and to the people with whom they have contact. Generally, Staff Members are expected to wear smart casual attire and to remember that the reputation of the organisation is, in part, determined by the impression made by its Staff Members. Staff Members are to consult their line manager if in doubt about what is and is not considered acceptable, particularly when meeting with government and donor officials.

JCO reserves the right to ask the staff member to leave the workplace to change their attire if it is deemed to be inappropriate for the environment in which they are working, and in these circumstances the staff member will not be paid for the duration of their absence from work.

## 2.6 Confidential Information

During the course of their employment with JCO, Staff Members may have access to confidential information. (Examples include, but are not limited to, information relating to the financial accounts, funding proposals, ideas, innovations and inventions, intellectual property rights, material, confidential research projects, security arrangements, and contact details for colleagues and associates, etc.).

To protect the interests of JCO, Staff Members are expressly forbidden, either during or after their employment with JCO, to disclose any confidential information relating to JCO either verbally or in writing to any person or company, or to make use of any such information, without the prior written consent of the Country Director, Regional Programmes Director or Chief Executive. If Staff Members are in any doubt about whether or not information is confidential, they should first discuss this with the Country Director, Regional Programmes Director or Chief Executive.

The unauthorised use or disclosure of confidential information by an employee, or the failure of an employee to ensure that confidential information in their possession is kept secure, is normally regarded as gross misconduct, and will be dealt with in accordance with the organisation's disciplinary procedure, which may result in dismissal without notice or pay in lieu of notice (summary dismissal). JCO reserves the right to seek compensation and/or apply sanctions in the event of a breach of confidentiality by an employee.

## 2.7 Public Appearances and Comments to the Press and Social Media

To protect the interests of JCO and those of its partners, donors, collaborators and beneficiaries, Staff Members are expressly forbidden from:

- Directly publishing (or instigating publication) in any format and on any forum any opinion, fact or material (whether their own or a third party's) on any matter

connected with or relating to the business of JCO or its partners, donors, collaborators or beneficiaries which could reflect negatively or have a negative impact on the organisation, its reputation or those of its partners, donors, collaborators and beneficiaries. This includes making comments on social media or any public forum.

- Making any public appearances or comments to the press on any matter connected with or relating to the business of JCO or that of its partners, donors, collaborators and beneficiaries without prior approval from senior management, and following due process in accordance with the [Media Policy](#).

Any public relations or media requests for comments, opinions or public appearances by Staff Members should be handled in line with the [Media Policy](#).

## 2.8 Harassment and Abuse of Power

Staff Members must take responsibility for their own actions and must not abuse their position of power as a JCO representative, nor behave in a way that undermines their or others ability to do their job or is likely to bring JCO into disrepute.

Staff Members will not engage in harassing, abusing, sexually provocative or demeaning language or behavior towards anyone within or outside of the organisation. Abuse may include, but is not limited to:

- **Physical Abuse:** Any punishment and physical abuse such as beating, poisoning, shaking and smothering, or forcing the person to work in an unsafe way/environment. These are things that deliberately and negatively affect physical well-being and individual dignity.
- **Mental Abuse and/or Bullying:** Any actions (gestures, words (including via electronic means such as social media) and/or behaviours) that deliberately affect a person's mental/emotional well-being, for example, by making them feel insulted, undermined, intimidated, afraid, anxious or annoyed. Actions include the intentional failure to act, such as non-communication by deliberate and inappropriate exclusion of a person from meetings or communications, day to day activities or social/community events.
- **Neglect:** Any actions that neglect to provide a person's essential rights (right to live, right to learn, right to participate and the right to speak, etc.).
- **Sexual Abuse or Harassment:** Any actions with sexual intent towards colleagues, partners or beneficiaries including, but not limited to: unwanted or inappropriate words or contact, by force or under unequal or coercive conditions, including by an adult against a child, or by demonstration, for example showing inappropriate sexual images including pornography.
- **Personal or Financial Benefit:** Acting or taking decisions in order to gain financial or other benefits for self, family or friends, including employment, housing, health care, exchange of money, goods or services for sexual favours.
- **Exploitation:** Use of an individual in work or other activities, for the benefit of others

and to the detriment of the individual's physical or mental health, development and education.

This covers harassment or bullying which occurs at work and out of the workplace, such as on business trips or at work-related events or social functions.

## Standards of Personal and Professional Conduct

JCO Staff Members shall not:

- Drink alcohol or use any other legal/illegal substances that affect their ability to perform the work of JCO, or affect the reputation of the organisation.
- Be in possession of, or profit from the sale of, illegal goods or substances.
- Be in possession of weapons or firearms on property owned or leased by the organisation (including vehicles), or when engaging in the organisation's business.
- Engage in any sexual activity with persons (adult or child) who look to or benefit from JCO's protection or assistance, or with any persons under the age of 18 years, regardless of the age of consent locally (mistaken belief in the age of a child is not a defence). Sexual activity includes all forms of activity and abuse of a sexual nature, with or without physical contact and whether or not either party is aware of such abuse.
- Commit any act of sexual exploitation, sexual abuse or sexual violence. This prohibition extends to all forms of sexual abuse or exploitation and includes not reporting concerns or suspicions regarding any violation by a Staff Member (whether fellow employees or an individual working for a partner organisation).
- Exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This prohibition extends to engaging the services of sex trade workers.
- Ask for, invite or accept any personal payment, service or favour from others, especially beneficiaries, vendors, suppliers, in return for performing duties assigned to the staff member by JCO.
- Accept bribes or significant gifts (except small tokens of appreciation as detailed in the [Anti-Bribery policy](#)) from government officials, beneficiaries, donors, vendors, suppliers or others which have been offered as a result of employment with JCO.
- Enter into any sort of business relationship on behalf of JCO with family, friends or other personal/professional contacts for the supply of any goods or service to JCO or any employment related matters without prior declaration of that interest to the Country Director, Regional Programme Director or Chief Executive, and without receiving prior authorisation in accordance with the [Conflict of Interest Policy](#).
- Use the organisation's computer or other equipment to view, download, create or

distribute inappropriate material, such as pornography or hate materials.

## 2.9 Photography and Film

If a staff member wants to photograph or film anyone for work related purpose, the staff member must:

- First obtain the subject's permission or, if the subject is a minor, the permission of the subject's legal guardian as detailed in the [Safeguarding Policy](#).
- Assess and endeavour to comply with local traditions or restrictions for reproducing personal images.

JAMMEL CARE ORGANIZATION



- Ensure photographs, films, videos and DVDs present people, especially children or vulnerable adults, in a dignified and respectful manner and not in a susceptible or submissive manner. Children should be adequately clothed and not be in positions that could be seen as sexually suggestive. Staff Members must follow the guidelines in the [Safeguarding](#) and the [Media Policies](#).
- Ensure images are honest representations of the context and the facts.
- Ensure file labels do not reveal identifying information about an individual when sending information electronically.

## 2.10 Safety and Wellbeing

- Staff Members will be aware of and comply with in country JCO security plans and the health and safety policies and practices. Doing this makes sure JCO has healthy and safe working conditions, and a culture of caring about and respecting each other. Staff Members shall highlight concerns to management in accordance with the relevant policy.
- Staff Members shall not behave in a way that causes unnecessary risk to themselves or others.

## 2.11 Protection of JCO Financial and Other Resources

While managing JCO's financial and other resources, Staff Members will protect JCO from theft, fraud, misuse and other damage. Staff Members will keep a constant lookout for any suspicious activities and reporting them as soon they have been discovered to their line manager or via the Internal Audit Manager / HR Director in line with the organisations [Whistleblowing Policy](#).

# 3 Scope

The [Code of Conduct](#) applies to all Staff Members automatically as part of conditions of employment and service. The Code defines the way JCO does business. It covers our dealings with stakeholders, beneficiaries, counterparties, partners, donors, collaborators, regulators and business partners – and each other. It is the basis for all JCO's policies, guidelines and procedures.

# 4 Implementation

## 4.1 Staff Member's Responsibilities

- Staff Members are responsible for ensuring that they have read and understood the [Code of Conduct](#) and that they adhere to its content.
- This Code of Conduct applies automatically to all staff including interns, contractors, suppliers, consultants, volunteers and Trustees of JCO (together "Staff Members") and,

all parties will be asked to sign a statement in which they affirm their commitment to act in accordance with the Code.

- Staff Members must abide by JCO's [Safeguarding Policy](#) and will not engage in inappropriate or sexual behavior with children under the age of 18 or vulnerable adults, regardless of local custom.
- JCO holds Staff Members responsible for reporting violations of this [Code of Conduct](#), following the procedure detailed in the [Whistleblowing Policy](#).
- Staff Members should disclose any relationship held with another staff member, donor, partner or other party engaged with JCO's work.

The organisation will treat whatever the Staff Member has reported with confidentiality so far as this is practicable and not required to be disclosed by law (for example because of a court order or a disclosure that puts someone at risk of death or serious harm). Staff Members can be assured of no personal retribution from JCO for any issues brought to the organisation in good faith. The organisation will take all necessary steps against any form of retaliation suffered by Staff Members reporting possible breaches of this Code in good faith.

Should a Staff Member fail to act in accordance with the reporting requirements, JCO reserves the right to treat this as a disciplinary matter.

#### 4.2 Management Responsibilities

- The Country Director (in country offices), the Regional Director (in regional offices) and HR Director has the responsibility to ensure that all Staff Members sign the Statement of Commitment (found at the end of the policy) as their confirmation that they have read, understood, and agree to act in accordance with the [Code of Conduct](#).
- The Country Director, Regional Director and HR Director are responsible for ensuring that actions are taken to bring the [Code of Conduct](#) to life, for, wherever practical, ensuring there is a means for beneficiaries, or their representatives, to contact JCO (or other relevant bodies) beyond the local team or partner in the event of any concern, and for actively responding to any concerns raised.
- The Country Director, Regional Director and HR Director are expected to model high standards of behavior and to create and maintain a professional working environment.
- Managers shall lead by example and are responsible for creating a culture of compliance within their areas of authority.
- Management/staff relations shall be guided by mutual respect and understanding, for which continuous dialogue is important. Line managers shall ensure Staff Members are aware of how to raise concerns in confidence and shall deal with such requests in an impartial and sensitive manner.

- Management have a responsibility to follow up problems and complaints in a sensitive manner and, where necessary, clarify the situation and suggest appropriate solutions.
- Managers are responsible for giving the [Code of Conduct](#) to partner organisations, individuals and businesses with whom the organisation contracts. If the acts of any individual or business with whom JCO is associated could be considered a violation of this Code, managers are responsible for taking appropriate action and reporting as per the [Whistleblowing Policy](#).
- Should a Manager fail to act in accordance with the reporting requirements, JCO reserves the right to treat this as a disciplinary manner.
- Please contact the Human Resources Director for support and guidance if there are doubts about the application of the guidelines.

### 4.3 Institutional Responsibility

The Chief Executive, together with the Board of Trustees, is responsible for putting in place effective mechanisms to ensure the [Code of Conduct](#) is observed both in the organisation's service to its beneficiaries, as well as in its internal and external professional relations.

## 5 Statement of Commitment

---

### Code of Conduct (August 2022) Statement of Commitment

I \_\_\_\_\_, confirm that I have read this Code of Conduct, and I agree to act in accordance with its contents.

Signature

Place

Date