



Global Code of Conduct

For managers, staff, volunteers, partners & recipients

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I. PREAMBLE

Triangle Génération Humanitaire (TGH) is a non-profit organization of international solidarity which acts in compliance of the core principles ruling humanitarian aid. We, TGH managers, employees and partners are committed to comply with TGH statuses by providing concrete solutions to alleviate the suffering of populations living in unacceptable circumstances, to fight poverty and defend social integration and to offer support to the victims of conflicts, natural disasters or other events causing precarious living conditions.

TGH runs its projects on a non-profit basis, and acts independently of political, racial or religious concerns. As a humanitarian organization, it has a moral duty to run activities with the greatest respect for the populations with which it works.

TGH works in compliance with the principles of conduct ruling humanitarian assistance, as defined by the IFRC¹.

For this reason, TGH requires all staff, partners and volunteers to adhere to the highest standards of behavior, at all times and in all places, in accordance with humanitarian principles and organizational values. TGH constantly strives to improve its practices to ensure that they meet the most stringent international standards in the fields of humanitarian aid protection of populations.

II. PURPOSE OF THIS CODE OF CONDUCT

This document summarizes the institutional policies and rules that define TGH's Code of Conduct. It aims to provide staff with a professional framework that covers all forms of behavior and action. Given the trust placed in us by the donors and populations we work with, this framework applies to relationships between staff members and relationships with beneficiaries.

We require our personnel to strictly comply with this Code of Conduct.

III. REFERENCE FRAMEWORK

A. International Law

We comply with all international norms in force, particularly the principles of International Humanitarian Law.

We also promote and respect children's rights in accordance with the United Nations Convention on the Rights of the Child. Personnel working on behalf of TGH must first and foremost protect every child's right to live in security, free of the risk of mistreatment or exploitation. They must also constantly act in the child's best interest.

¹ <https://www.ifrc.org/code-conduct-international-red-cross-and-red-crescent-movement-and-ngos-disaster-relief>

B. National Law

As an organization governed by the French law, present in different foreign countries and receiving funding from many States, TGH complies with the legislation of the countries it operates in, as well as the legislation prevailing in donor countries.

We are particularly diligent in terms of complying with national and international criminal law. We do not work with individuals, groups or organizations with links to the drug trade, human trafficking and/or exploitation (particularly the worst forms of labor, including prostitution), tax evasion and/or avoidance or any other forms of criminal activity - see **TGH Fraud Control policy**.

We ensure compliance with data protection laws in force in France and our countries of intervention, and with confidentiality requirements for personal and/or sensitive data pertaining to beneficiaries, members of communities in which we operate, partners, donors and any other stakeholders, subject to our contractual obligations or transparency or freedom of information requirements in national or international laws.

C. Standards and certifications

We comply with internationally recognized standards, certifications and best practices for techniques and programs in the international cooperation and humanitarian aid sectors, such as the SPHERE handbook², ALNAP³ the “Do No Harm” framework or the Core Humanitarian Standard on Quality and Accountability and guidance notes, the Minimum Standards for Education handbook⁴.

We are fully committed to guarantee the high quality of all our programs and to ensure a full accountability towards our actions’ beneficiaries and sponsors (see **sections 5 & 6 of TGH project management manual**)

IV. OUR CORE COMMITMENTS

The commitments defined below concern TGH’s behavior towards all of our internal and external stakeholders: beneficiaries and members of their communities, paid employees, volunteers, and employees of third-party organizations, service providers and partners.

These commitments apply to behavior in both professional and private settings.

1. We respect our values

We expect our personnel to behave honestly, responsibly and transparently in all situations, and to adopt conduct in keeping with our values, which privilege a human approach in which

² <http://www.spherehandbook.org/>

³ <https://www.alnap.org/>

⁴ <http://www.ineesite.org/fr/normes-minimales>

the relationship with others is valued.

2. We act honestly and ethically

TGH does not tolerate any form of abusive behavior, be it physical, psychological, sexual or economic; intentional or due to negligence. Threats, abuses of authority, fraudulent management, misappropriations of funds, collusion, the use of force or dominant positions, or any other form of abuse shall not be tolerated under any circumstances.

Such behavior shall be addressed with all due diligence and seriousness. TGH, in accordance with the legal framework, and subject to any clearly substantiated exceptional circumstances, shall report cases of abuse to the relevant authorities and take adequate disciplinary measures, as set out in personnel rules applicable in the country of intervention or at head office.

We are accountable to the populations which we aim to serve in full compliance with the *do no harm* principle. We grant these populations with mechanisms enabling them to express their opinions, concerns and complaints (see [TGH guidelines for Complaints and feedback mechanisms](#))

3. We work to safeguard children

TGH requires employees to adhere to the highest standards of behavior when dealing with children, setting a good example, remaining non-violent and kind at all times. Under no circumstances may employees touch children improperly, use inappropriate language, make objectionable suggestions, provoke, harass, criticize or look down on a child, fail to respect the child's cultural practices, or exploit a child through labor or in any other manner.

TGH has zero tolerance for child abuse, and support the principle of responsibility for all and the duty to report any suspected abuse (see [TGH Child Safeguarding policy](#)).

4. We condemn all forms of sexual abuse and/or exploitation

TGH has zero tolerance for any form of sexual abuse and/or exploitation targeting beneficiaries, members of communities in which we operate, or any other vulnerable person, whether the abuse is perpetrated by our personnel or authorized representatives acting on our behalf.

In particular, we consider that requesting sexual favors in return for money, employment, goods, services or any form of assistance is strictly forbidden.

We consider that such abuses constitute serious misconduct. In accordance with the legal framework, and subject to any clearly substantiated exceptional circumstances, cases of abuse shall be reported to the relevant authorities and result in the termination of the contractual relationship.

We wish to create and maintain a work environment that is conducive to the prevention of sexual abuse and exploitation. We constantly seek to communicate on and raise awareness

of this issue to prevent the development of a culture of complacency and impunity (see **TGH Prevention of Sexual Exploitation and Abuse Policy**).

5. We respect the principle of non-discrimination

TGH does not tolerate discriminatory behavior, either direct or indirect, towards the stakeholders we deal with, whether in the context of managing professional activities or in the context of personal relationships. In practical terms, we refrain from making any offensive remarks or adopting offensive attitudes concerning a person's race, ethnicity, skin color, caste, religion, belief, status, origin or nationality, political opinion, gender, sexual orientation, disability or age.

We are attentive to issues linked to planning and improving accessibility for disabled persons.

6. We respect the dignity of the populations

Any communications materials using personal information and/or images of children and their families must comply with the relevant basic ethical principles and rules. This includes but is not limited to: obtaining the consent of children, children's parents or a person responsible for the children before publishing photos or testimonies; always respecting children's dignity and not presenting them as victims; guaranteeing children's security and protecting their privacy if necessary; and never publishing photos of naked or inadequately dressed children.

Images and information concerning TGH's beneficiaries may be used for professional purposes only. Images and information may only be distributed via our official communications channels, including for publications on social media.

7. We respect our institutional framework

TGH fulfils the tasks entrusted to it and acts with good judgement and kindness, in line with the values and rules that are part of its institutional framework as defined by our statutes and the various documents and guidelines ruling our action. Our personnel must respect all internal rules and instructions.

8. We act responsibly towards our personnel

TGH's personnel are of paramount importance and the organization's strength. We take our responsibilities towards personnel very seriously, both when recruiting new staff and supporting, supervising, training and promoting existing staff (see **TGH National Human Resources management guidelines** and **TGH Expatriate guidelines**)

9. We use IT equipment responsibly

TGH respects rules on the use of IT equipment. Access rights to our IT system are personal and non-transferable. They are cancelled when the user no longer meets the different conditions for access. Our IT resources should only be used for professional purposes. Using these resources for private purposes is tolerated, provided that this use is reasonable and does not harm TGH's reputation or image, or negatively affect the performance of the IT network.

Individuals are responsible for their own use of the IT resources at their disposal. Personnel must not perform operations that could negatively affect network operations, the integrity of IT tools, or TGH's internal and external relationships. Personnel must not make fraudulent use of tools or content for which the licenses acquired (or any other form of copyright) do not comply with applicable legislation.

10. We conduct activities diligently

TGH is as diligent as possible when conducting activities and fulfilling contractual obligations to donors, particularly when managing administrative, financial and logistical affairs, by ensuring that the funds managed are used for the agreed purposes and in accordance with the principles of quality, transparency, economy, competition, integrity, cost-effectiveness, efficiency and excellence, pursuant to international standards.

We ensure that accounting records and documents supporting project implementation are kept in compliance with the legal and contractual obligations in force, and stored in a safe place.

When implementing projects and contracts, we place special emphasis on ethics and compliance with the principals of equal treatment, non-discrimination among partners and suppliers, and impartial assistance to beneficiaries.

We develop and implement fair and transparent administrative, financial and logistical procedures to help prevent conflicts of interest (see **TGH Fraud Control Policy**).

We adhere to high standards concerning the working conditions, equal treatment and social and union rights of staff, partners and suppliers. As such, we avoid relationships with partners or suppliers that are involved in child labor, exploitation or any other human rights violations, even indirectly. We immediately terminate contractual relationships if one of these conditions is breached.

11. We respect the environment

TGH conducts all its activities with the greatest respect for the environment and in compliance with corporate social responsibility commitments. To respect these commitments, we avoid misusing natural resources, reduce environmental impacts and minimize use of substances and compounds that harm the environment.

Furthermore, we take special care when selecting suppliers and partners, and avoid contractual relationships with entities whose activities are inconsistent with the ethical use of resources or which fail to respect populations (see **TGH Environmental Policy**)

12. We work with reliable partners

TGH ensures that its partners are competent, are part of civil society, share similar goals and promote similar values. We want to work with entities that respect basic good governance principles and our Accountability Policies.

Before entering into partnerships with private businesses, we closely examine these companies in line with strict acceptance criteria and our code of ethics on fundraising among businesses and foundations. The most sensitive cases are subject to a debate and a decision taken at the board level.

V. PROCEDURE TO FOLLOW FOR SUSPECTED OR ALLEGED BREACHES OF THE CODE OF CONDUCT

The successful implementation of this Code of Conduct depends on all TGH employees taking individual and collective responsibility.

Any suspected or confirmed breach of this Code of Conduct must be reported as quickly as possible following the relevant procedure described in each of TGH accountability policies.

Whistle-blowers will be protected: under no circumstances will they be dismissed, demoted or discriminated against for reporting a breach of one of the principles in this Code of Conduct.

The confidentiality of all stakeholders shall be respected for the entire duration of the procedure.

TGH management shall take all the measures it considers necessary, such as:

- Establishing the facts as objectively as possible (respecting the presumption of innocence) while protecting the reputation and anonymity of the persons(s) involved.
- If a breach is confirmed, reporting the case to the relevant authorities, in compliance with the legal framework and subject to any clearly substantiated exceptional circumstances.
- Taking the necessary disciplinary measures: this may include suspending or terminating the employment contract.
- Reserving the right to inform other organizations requesting professional references that the contract was terminated following a serious breach of the Code of Conduct, subject to applicable data protection laws.
- Defining appropriate measures to prevent repeat occurrences of such incidents by updating the relevant processes / procedures.

Any employee that falsely reports a breach for the purposes of harming another employee or TGH may face disciplinary measures should their malicious intent be established.

VI. MY COMMITMENTS AS AN EMPLOYEE, REPRESENTATIVE OR VOLUNTEER OF TRIANGLE GÉNÉRATION HUMANAIRE

- I agree to comply with and promote human rights without discriminating, and to treat the communities TGH works in with respect and dignity, in accordance with international norms and the organization's ethical values and principles.
- I am aware that my behavior when performing duties for TGH must be exemplary at all times and must comply fully with the rules in this Code of Conduct.
- I understand that any form of abuse, whether psychological, physical or economic, will result in disciplinary measures.
- Harassment, abuse and sexual exploitation are strictly forbidden. I understand that exchanging money, goods, employment, services or assistance in return for sexual favors will result in my conduct being reported and disciplinary measures being taken. Sexual relationships with children are not accepted under any circumstances, regardless of the age of sexual maturity or consent in the country of intervention concerned.
- Similarly, any breaches of the Child Protection Policy will be severely punished. Violence towards children is not tolerated under any circumstances, regardless of whether this violence is physical, psychological or due to negligence.
- The improper use of TGH resources (for example, fraudulent management or theft) and abuses of power will also result in disciplinary measures.
- I will prove myself worthy of the trust placed in me by acting with transparency and accountability. I will act in a professional manner by applying the principles of quality, efficiency and good management when carrying out activities. I will respect my mandate and the goods entrusted to me. I will not derive any personal advantage, whether direct or indirect, from my work. For this reason, I will declare any interest that could be problematic.
- I agree to report any concern or suspicion that this Code of Conduct may have been breached by a person working for TGH or a member of any partnering party to my supervisor according to the procedure described in Annex 1. I understand that confidentiality shall be strictly respected and that I will not face reprisals for reporting this concern.