

# Direct Aid

## Code of Conduct Policy



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# Code of Conduct

## Introductory clauses

Message from Dr. Abdul Rahman Hamoud Al-Sumaid

Each one of us should have a message, and my message is "To make this world A better world for all people"

### 1. Introduction

This code of conduct contains essential principles and rules. To keep Direct Aid's guiding ideals and objectives, the organization's capacity to do this is largely dependent on the individuals who represent Direct Aid. Hence, everyone associated with Direct Aid must endorse the highest standards of ethical behavior by behaving honorably and treating people without any discrimination.

### 2. Purpose

The purpose of this code of conduct document is to outline the fundamental principles of professional ethics that employees are expected to adhere to in the association. Its primary purpose is to provide a guiding framework that clarifies real or perceived conflicts between their personal interests and public duties, as well as the expected behavior in the work environment. It clarifies and complements the relevant provisions stated in the association's founding agreement, the administrative regulations for employees, and other related legal documents. **In the event of any conflict between the code of conduct and the staff regulations, the staff regulations shall be the primary reference.**

### 3. Code of Conduct: Values

As a Direct Aid representative, I will maintain Direct Aid's integrity and reputation by ensuring that professional and personal standards are met. Conduct that is demonstrably consistent with the values and standards of Direct Aid: Direct Aid Representatives will work to maintain and increase public trust in Direct Aid by being accountable for professional and personal actions taken and managing the power that comes with the job. These actions are based on the core value of "Ehsan" (meaning goodness), which is the fundamental value that guides us. The employees and volunteers strive to provide goodness to the community with satisfaction and happiness, regardless of financial considerations. We aim to achieve humanitarian values in giving and serving humanity. The value of "Ehsan" encompasses the following values:

**Efficiency:**

We work diligently to provide the beneficiaries' needs at the lowest possible cost and high quality.

**Honesty:**

We transparently and honestly disclose all administration and financial activities to the stakeholders.

**Sympathy:**

We are keen on the relationship of compassion and kindness between the Direct Aid family themselves and the beneficiaries.

**Availability:** We reach the donor and the beneficiary directly and seek their needs without intermediaries.

**Neutrality:** We provide our services without any considerations for race or religion

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## 4. Scope

The Code of Conduct for Direct Aid applies to:

- a. All Direct Aid Representatives which include all permanent, temporary, volunteers, interns, and part-time employees.
- b. All Direct Aid's main office, field offices, and project locations.
- c. Direct Aid's Service Providers and local partners are defined as contractors, suppliers and vendors, consultants, and sub-grantees.
- d. All offices desiring to continue adhering to the Direct Aid Accreditation and Licensing Standards;
- e. All other entities consenting to be bound by the policies of Direct Aid Yemen;

By agreeing to contract with Direct Aid, you agree to comply with our obligations to carry out your work per the provisions of this Code. Representing Direct Aid means that you must meet Direct Aid's standards in this Code of Conduct, even if they are higher than the local context and laws.

The Code of Conduct applies all the time in and outside direct Aid offices. During working and non-working hours.

It sets out an ethical framework and behavioral management, which is as relevant and applicable to our personal lives as it is to our daily work. For this reason, all employees and other representatives working for or on behalf of the organization in any capacity, are required to sign a declaration (at the end of this document) confirming that they have read and understood the Code of Conduct and agree to comply with it at all times

Any intentional or non-intentional Breaches of the Code of Conduct are grounds for disciplinary action and may lead up to and termination of employment, contract, volunteer assignment, or any other form of engagement.

## 5. Code of Conduct: Principles and standards

with proper restriction in their Direct Aid position. Direct Aid Representatives will conduct themselves according to the values and principles to which Direct Aid adheres.

### 5.1 Treat All people with respect and dignity

- I will respect all people equally and without any distinction or discrimination based on nationality, race, ethnicity, tribe, gender, religious beliefs, political opinion, or disability.
- I will respect local laws, customs, and habits of the local culture.
- I will refrain from placing another in a position of embarrassment, disrespect, innuendos, or harassment. Sharp personal criticism, gossip, and behavior that may be construed as inappropriate is prohibited.
- I will always take into consideration the difficult experiences that IDPs, refugees, and other persons of concern to Direct Aid have faced and survived, as well as the disadvantaged position in which they may find themselves about those who hold power or influence over certain aspects of their lives.

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- I will respect the property of the organization, including any intellectual property.
- I will use Direct Aid property, facilities, or resources merely to further the organization's mission.

## **5.2 Beneficiaries must be protected and treated with decency and respect at all times**

- I will always seek to care for and protect the rights of the most vulnerable and beneficiaries including children, orphans' children, women, single parents, the 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 ensure assistance is delivered in a way that is safe, appropriate, and equally accessible
- I will create and maintain an environment that protects and prevents violence, harm, and abuse of any type including child abuse, gender-based violence, and harassment.

## **5.3 Report any incident or concern that relates to, or may relate to, a breach of the Code of Conduct.**

- I will Report and respond to any fraud, misconduct, or wrongdoing of any employee or other representative working for or on behalf of the organization in any capacity.
- I will Raise any issue that I believe is or suspect may be a breach of the Code of Conduct through the appropriate channels.
- I will keep myself updated about Direct Aid's policies, objectives, and activities and displaced communities' concerns. I will do my utmost to support Direct Aid's protection and assistance work
- I will not reticent any breaches of the code of conduct

## **5.4 Maintaining an honest, respectful, and ethical environment in the workplace:**

- I will practice the highest ethics in dealing with each other and when representing Direct Aid in dealing with other parties.
- I will not engage in theft or fraud of any kind, including misuse of expense accounts, falsification of documents reports, and misapplication of resources.
- Direct Aid Representatives accept that it is their responsibility to report such acts through established reporting mechanisms and are accountable for any behavior that is inappropriate or undermines the ethical and moral environment in the workplace.

## **5.5 Conflicts of interest:**

- I will carry out my official responsibilities and manage my personal affairs in a way that minimizes conflicts of interest. To maintain and strengthen public confidence in Direct Aid,
- I will strive to uphold the goals, mission, and core values of Direct Aid and make sure that my actions, opinions, and convictions—including **political** and religious ones—do not interfere with my official responsibilities or the work that Direct Aid does on its behalf.
- 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

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my duties from any government or any authority external to Direct Aid Any potential conflict of interest with a supplier, service provider, or business partner (such as family relations or shareholding) must be disclosed.

## 5.6 Political Activity

- I acknowledge and understand that Direct Aid strictly prohibits any involvement in political matters. I am aware that any violation of this policy may result in severe consequences or disciplinary action.
- I acknowledge and understand that it is my responsibility to abstain from engaging in any form of political or partisan activity as directed by Direct Aid.
- I am aware that it is strictly prohibited for me to incite or encourage any religious, sectarian, or racial disputes while working with Direct Aid.
- I must not violate any laws of the Country.
- I am not allowed to make statements that harm the friendly relations between the association and the countries in which it operates.

## 5.7 Protect the health, well-being, and safety, of all Direct Aid Representatives:

Direct Aid Representatives will conduct thorough risk assessments and adhere to local security and risk management guidelines. They will take proactive measures to inform management about any required modifications to these guidelines. Their conduct will prioritize the avoidance of unnecessary risks to their safety, health, and well-being, as well as that of their colleagues and beneficiaries,

## 5.8 Positive Practices and Behaviors (Duties)

- It is mandatory for the employee to perform their assigned work with accuracy and dedication. They should dedicate their official working hours to fulfill their job duties or any additional work assigned to them. Attendance and departure should be recorded using an electronic fingerprint system or any other system adopted by the organization.
- The employee must obey their immediate supervisor, unless it involves a sin, and comply with orders issued by officials, as well as adhere to the applicable systems and regulations. They should execute instructions and orders with precision and integrity.
- The employee is required to cooperate with their colleagues in performing duties and tasks. They should voluntarily offer assistance to ensure the smooth progress and execution of work.
- The employee must fulfill their duties and adjust their behavior to the interests of the organization while safeguarding its funds, properties, reputation, and secrets.
- The employee should inform the General Manager if they become aware of any personal benefit they derive from any transaction of the organization or if there is a conflict of interest. In such cases, the General Manager should ensure that there is no conflict of interest in the transaction or that the employee has a role in the decision-making process.
- The employee should uphold the dignity of their position and demonstrate good conduct that reflects positively on the organization. They should exhibit integrity, uprightness, and impartiality in line with their role.

## 6. Code of Conduct Focal Person Roles and Responsibilities

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The Code of Conduct Focal Point plays a crucial role in promoting a culture of integrity, accountability, and ethical behavior within the DA.

key responsibilities for a Code of Conduct Focal Point Direct Aid Organization:

- 1. Compliance monitoring:** Regular monitoring and evaluation of the organization's compliance with its code of conduct policies and procedures. This includes staying informed about ethical standards, legal requirements, and best practices in the industry.
- 2. To Provide Guidance:** To Provide guidance and support to staff on ethical issues, dilemmas, and issues relating to the Code of Conduct. This may include the interpretation of policies, the provision of ethical decision-making frameworks, and the provision of confidential advice.
- 3. Procedure for complaints:** Serve as a primary contact point for staff to report complaints relating to violations of the Code of Conduct. Receive and file complaints sensitively and confidentially and ensure that all allegations are thoroughly and impartially investigated
- 4. Investigation of allegations:** Conduct investigations into allegations of violations of the Code of Conduct promptly and impartially. This includes the collection of evidence, the interviewing of relevant parties, and the complete documentation of the conclusions. Maintain confidentiality throughout the investigation process to protect the privacy of all individuals concerned.
- 5. Resolution and remedy:** Determine appropriate actions based on the findings of the investigation. This may include the implementation of corrective measures, the recommendation of disciplinary measures, and the facilitation of resolution between parties involved in conflicts or disputes.
- 6. Training and Awareness:** Develop and offer training programs, workshops, and materials to increase awareness among staff of the Organization's Code of Conduct. Ensure that all employees understand their rights and responsibilities under the Code and are equipped to apply ethical principles in their daily work.
- 7. Collaboration and reporting:** Work with other departments or teams within the organization, such as Human Resources, Legal Affairs, and Senior Management, to effectively address code of conduct issues. Regularly report to senior leaders on compliance activities, trends in ethical issues, and recommendations for improving the Code of Conduct Framework.
- 8. Continuous improvement:** Regularly review and update organizational codes of conduct to ensure that they remain relevant, effective, and consistent with evolving ethical standards and regulatory requirements. Ask staff and stakeholders to provide feedback on areas for improvement and implement the necessary changes.

## 7. Reporting misconduct through internal mechanisms

Direct Aid has established various internal mechanisms to facilitate the reporting of misconduct and concerns under our Whistleblowing Policy. We encourage all individuals associated with our organization to utilize these channels to promptly address any wrongdoing, misconduct, or unethical behavior. Below are the steps involved in reporting misconduct through our established internal mechanisms:

- a. **Formal route:** In more serious cases, the employee has multiple options:
  - Reporting the concern through the Whistleblowing Policy.
  - Reporting the concern to the most senior manager in the location (e.g., Country Director) or the most senior HR representative.  
Reporting the concern directly to the regional office- in Kuwait.  
**<https://direct-aid.org/cms/contact-us-ar/>**
  - Confidential Hotline: A confidential hotline is a dedicated phone number that whistleblowers can call to report their concerns.
  - Email Reporting: Organizations may have a dedicated email address where whistleblowers can send their reports. This method allows for a written record of the report and can accommodate more detailed information or attachments such as documents or images.



## 8. Annex



### Acknowledgment Form

(Contractor/Partner ) \_\_\_\_\_, Acknowledge the receipt and fully understand the Direct Aid Organization, Code of Conduct, PSEA, and Child Protection Policy and I am Knowledgeable of its contents.

(Contractor/Partner ) confirm awareness of the fact that Direct Aid has zero tolerance against SEA and ( Sexual Exploitation and Abuse), which is against the DA's core values any breach of this Code of Conduct, PSEA Policy, and Child Protection Policy by its staff could in the immediate termination of the contract, 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.

I confirm and agree to always adhere to the standards and procedures contained in DA's Code of Conduct, PSEA Policy, and Child Protection Policy and related forms that breaches may take, and fully understand and agree upon the mentioned policies and procedures,

(Contractor/Partner ) will report any concern or incident relating to DA's Code of Conduct, PSEA, and Child Protection

In case of any concerns or suspicions regarding breaches or incidents, shall immediately communicate DA following DA's Whistle-blowing reporting mechanism.

I certify that I have followed DA's code of conduct, PSEA Policy, and Child Protection Policy entirety and agree to attend any PSEA Training, and shall continue to comply as well as any applicable rules and guidelines

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_