



**Accountable
Now**

GLOBAL STANDARDS LOCAL TRUST

Code of Conduct



1. Introduction

This Code of Conduct has the purpose of outlining values and standards we expect staff and other people associated with Accountable Now to uphold, improving the working environment, protecting staff and other stakeholders from exploitation and any other type of abuse, encouraging staff retention and ensuring the smooth day-to-day running of Accountable Now.

Accountable Now's Code of Conduct is based on and is in line with our [12 Accountability Commitments](#). Our Accountability Commitments are at the core of what we regard as good practice in CSO accountability and form the value basis of Accountable Now. This reflects our responsibility and commitment to the welfare and personal security of every person and it aims to protect staff and those we work with.

The Secretariat's staff are personally and collectively responsible for upholding and promoting the highest standards of ethical and professional behaviour. For this reason, our staff should, at all times and in every circumstance, during and outside of working hours, refrain from acts of misconduct and they should respect the organisation's values and the dignity of those we assist and are in contact with.

2. Scope and Purpose

This code applies to all employees and any other individuals working for or representing Accountable Now. This code also applies to Accountable Now's Board of Trustees and members of the Independent Review Panel.

The Code of Conduct will take immediate effect and will be signed by every member of staff. Staff are responsible for ensuring that they comply with the Code and they should be aware of the existing mechanisms to report any breach of this Code.

The Code of Conduct covers the following areas:

- Key organisational and team values
- Integrity and commitment
- Individual and collective responsibilities
- Relationships with other staff, external partners and other stakeholders
- Misconduct of any kind
- Prevention of sexual exploitation and abuse
- Receipt and giving of business gifts
- Conflicts of interest
- Security breaches
- Disciplinary procedures
- Implementation

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3. Key organisational values

The reputation of Accountable Now depends on our work and on the behaviour of its staff. The organisation identifies itself with primarily the following values:

- Openness: We are transparent in all our activities and practice an open culture of feedback between staff members regardless of their position and also externally with any other stakeholders of the organisation.
- Horizontality: We practice a culture of horizontal hierarchies and responsive decision making internally and externally.
- Respect: We are respectful of people's nationality, gender and religious background. We respect and value every person's opinion.
- Self-critical: We have an open culture of discussing failures and improving our work through continuous learning.
- Partnership: We value the expertise of others and want to establish mutual partnerships with everyone we interact with and break up common power structures.
- Equality & Inclusivity: We are committed to providing an inclusive space for all voices to be equally heard and raised to counter current power structures that privilege some voices over others.

4. Integrity and Commitment

Our staff is recruited on the basis of their expertise, integrity, competence and commitment to the mission and values of the organisation. Staff are expected to:

- Live our organisational values by being respectful to others, trusted, dependable, honest, efficient and work in solidarity within the team and outside
- Respect, implement and promote the values and principles established in Accountable Now's [Articles of Association](#), [Strategy](#) and our [12 Accountability Commitments](#).
- Conduct all tasks with integrity and strive to attain high standards of quality and professionalism.
- Maintain standards of integrity in all work relationships both internally and outside our member-based platform.
- Optimise the use of resources.
- Minimise negative impact on the environment.
- Respect all people, taking into account the sensitivities of their context, customs, habits and religious beliefs.
- Recognise the richness of a diverse workplace and value the unique skills and perspectives of every individual, irrespective of their cultural and educational background.
- Promote and respect women's rights and gender equality in the workplace and also in the events we organise and attend.

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- Contribute to removing barriers to advancing gender, racial, social and religious equality and justice.
- Represent Accountable Now positively and professionally in all work areas.
- Declare any potential conflicts of interest or bias as soon as they become aware of them.

Where disregard for these expectations has a negative impact on staff, the organisation or on our member-based platform, disciplinary action may be sought.

5. Individual and Collective Responsibilities

5.1. Individual Staff Responsibilities

As a member of staff or an individual representing Accountable now you are expected to:

- Follow all of Accountable Now's policies and procedures.
- Perform to a satisfactory standard the duties and responsibilities that you have taken on.
- Be responsible and accountable for your words and actions at all times.
- Work in a professional manner.
- Listen to others respectfully and deal with disagreements professionally.
- Value and welcome diversity of all kinds.
- Pay due respect to the customs, habits, religious beliefs of the country you are visiting or working in.
- Pay due respect and value the cultural differences of people from other countries with whom we work.
- Use language that welcomes and does not offend, alienate or patronise others.

5.2 Responsibilities towards colleagues

As a member of staff or an individual representing Accountable you are expected to:

- Support colleagues in achieving the organisation's standards and targets.
- Welcome and listen to feedback.
- Take an active part in all team work, meetings and activities.
- Refrain from any acts of misconduct.
- Not engage in bullying or harassment towards any colleagues, partners or any other person that you engage with. Staff should report any observed bullying or harassment in a way that complies with our [Feedback and Complaints Policy](#)
- Contribute to the maintenance of an environment that prevents sexual exploitation and abuse, fraud and corruption and any other behaviour that can harm others.
- Declare any conflict of interest or bias as soon as you are aware of it.
- Not abuse or misuse your position, power or influence for personal benefit.

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5.3 Relationships with other staff, external partners and other stakeholders

- Differences in culture, religion and politics should be respected.
- Relationships between staff members and other stakeholders must not interfere with organisational objectives.
- Staff must know and fully understand Accountable Now's policies.
 - [Anti-Corruption Policy](#)
 - [Conflict of Interest Policy](#)
 - [Disciplinary Policy and Procedure](#)
 - [Environmental Policy](#)
 - [Events Policy](#)
 - [Feedback and Complaints Policy](#) (Internal)
 - [Financial Management Framework](#)
 - [Human Resources Handbook](#)

6. Prevention of Abuse of Power, Fraud, Corruption and Sexual Exploitation and Abuse

6.1 Misconduct

All staff members shall refrain from any and all acts of misconduct, especially those noted in this Code. Accountable Now expects its staff to abide by national and international laws, our 12 Accountability Commitments, policies and procedures.

Staff has the responsibility of bringing any matters of concern to the immediate attention of the Executive Director or to the Chair of the Board. We will guarantee that every staff report will be treated with the utmost respect and confidentiality.

6.2 Abuse of Power

Abuse of power is defined as the act of using one's position of power in an abusive way. This can take many forms, such as taking advantage of someone or manipulating someone into doing something with the ability to punish them if they don't comply. Other forms of abuse include favouritism, nepotism, corruption, bribery and every form of exploitation, including sexual.

Acts that will be considered as abuse of power include:

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- Harassment, mobbing¹, bullying², and discriminatory or racist behaviour.
- Using the position to commit Accountable Now legally, financially or morally without authorisation.
- Stealing or misappropriation of funds, property or human resources.
- All forms of exploitation as defined by the UN Secretary General³.

6.3 Fraud and Corruption

Accountable Now, in line with its 12 Accountability Commitments, advocates a zero tolerance approach towards fraud and unethical activities. Our [Anti-corruption Policy](#) is designed to maintain lawful business practices.

As in any other organisation, fraud is an ever-present threat to the assets, resources and reputation of Accountable Now. It has the potential to undermine the achievement of its aims and objectives. To prevent this, Accountable Now promotes a high standard of accountability and culture of compliance and internal control.

We are committed to preventing fraud and corruption from occurring, and to developing an anti-fraud and anti-corruption practice. The Anti-corruption Policy sets out the responsibilities of employees and volunteers of Accountable Now in the event of fraud or corruption. It also outlines corrective actions.

Full information can be found in our [Anti-corruption Policy](#), available online.

6.4 Conflict of Interest and Gifts

Every staff member, Trustee, Independent Review Panel Member and any other person associated with Accountable Now must:

- Put the interests of Accountable Now before his or her own when carrying out his or her duties on behalf of Accountable Now.
- Refrain or withdraw from any transaction or relationship, and from any consideration regarding Accountable Now's Board of Trustees, that might concern any matter that could constitute or involve an actual or potential, direct or indirect conflict of interest.
- Disclose in writing any actual or potential, direct or indirect conflict of interest.

¹ "Mobbing" involves a group of people whose size is constrained by the social setting in which it is formed, such as a workplace. The group members directly interact with a target in an adversarial way that undermines or harms the target in a physical or psychical way.

² "Bullying" is used to describe a repeated pattern of negative intrusive violational behaviour against one or more targets and comprises constant trivial nit-picking criticism, refusal to value and acknowledge, undermining and discrediting a person.

³ UN Secretary's Bulletin (ST/SGB/2003/13). Available online: <http://www.unhcr.org/protection/operations/405ac6614/secretary-generals-bulletin-special-measures-potection-sexual-exploitation.html>

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In regards to gifts, no person associated with Accountable Now shall accept any gift, entertainment, loan or any other item of value from any organisation or individual if it could reasonably be construed or perceived that the gift is motivated by a wish to influence Accountable Now.

Any breach of this policy, including failure to make timely, complete, and accurate disclosure or report of an existing or potential conflict of interest, may result in appropriate disciplinary action being taken against the person involved, up to and including the termination of employment, or dismissal from the Accountable Now Board.

More information can be found in the [Conflicts of Interest Policy](#). The Accountable Now Secretariat is responsible for ensuring that all persons associated with Accountable Now's activities are made aware of the policy and procedures regarding conflicts of interest.

6.5 Sexual Exploitation and Abuse

Staff must behave according to international human rights standards and laws with regard to sexual conduct. Furthermore, staff must comply with UK and German law and prohibitions in the country in which they are traveling.

Accountable Now will take all appropriate measures to prevent sexual exploitation and abuse of any of its staff and to protect people and communities vulnerable to risk and affected by disaster, conflict or poverty, as described in our [Safeguarding Policy](#). For this purpose, staff must:

- Understand that sexual exploitation and abuse by staff constitute gross misconduct and are therefore grounds for termination of employment.
- Never engage in any sexual activity with children (persons under 18 years of age).
- Given the increased vulnerability of populations in situations of natural disasters or conflict, staff are forbidden to engage in sexual relationships with members of crisis-affected populations since such relationships are based on inherently unequal power dynamics.
- Understanding that there is a need to challenge sexually exploitative and abusive behaviour, staff will not leverage Accountable Now's reputation with the exchange of money, offers of employment, employment, goods or services for sex or sexual favours, nor any other forms of humiliating, degrading or exploitative behaviour. Staff will adhere to international laws and national laws of the country wherever they are (visiting, living or working) in regards to the sex industry.
- When working on behalf of Accountable Now, never accept, solicit or engage in the "buying" of or profiting from sexual services. Accountable Now prohibits any workplace exchange of money, employment, goods or services for sex.
- Never abuse a position to withhold assistance or give preferential treatment.
- When working with children, never act in ways that might put a child at risk of abuse.

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If a staff member has concerns or suspicions regarding sexual abuse or exploitation, they must report their concerns to their line manager or to the Chair of the Board.

Any allegations regarding sexual exploitation or abuse will be systematically investigated.

6.6 Bullying and Harassment

Accountable Now is committed to creating a work environment free of harassment and bullying, where everyone is treated equally and with respect.

We do not tolerate any form of workplace violations such as bullying or harassment (including sexual, gender-based and racial) or discrimination, including any unwelcome comments or behaviour that is offensive, demeaning, humiliating or derogatory, or any other behaviour that fails to respect the dignity of an individual.

Any allegation of bullying and harassment will be investigated and, where appropriate, disciplinary action will be taken. We will also not tolerate the victimisation of a person for making allegations of bullying or harassment.

7. Security breaches

Accountable Now takes the safety and security of its staff, partners and other stakeholders seriously. For this reason, we prohibit:

- Failure to follow Accountable Now's security regulations or those established by the host of the country you are visiting.
- Using or possessing weapons or ammunition of any kind while on duty.
- Driving a vehicle while on duty under the influence of alcohol or any illegal substances.
- As an organisation based in the European Union, we have a legal duty under the General Data Protection Regulation to prevent personal data falling into the wrong hands. Personal data is any information that relates to individuals, and includes information like names, addresses as well as any other information that could be used to identify individuals, for example a photograph or an internet address. We also ensure that the data we hold is correct, useful and not held for longer than is necessary for the purposes for which it is being processed.

8. Representation and Representational Breaches

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It is the responsibility of Accountable Now's staff to ensure that publications and communications bearing the Accountable Now name do not contain material that is inaccurate or detrimental to the good reputation of the organisation.

When producing publications or communications on behalf of Accountable Now it is the responsibility of staff to:

- Make sure the planned content of the document is approved by the Executive Director.
- Submit the content of anything that will be published to the Communications Officer for final review.
- All other dissemination materials such as articles and ad hoc blogs should be reviewed by the Communications Officer.
- If any of the documents or dissemination mechanisms contain anything that might seem contentious, it must be discussed with the Executive Director and if needed, with the Chair of the Board.
- Public statements relating to any of our members must be discussed with the Executive Director and the Chair of the Board.

9. Confidentiality

It is prohibited to divulge any confidential information acquired while carrying out duties for Accountable Now.

10. Civil or penal responsibility

Any action taken under these disciplinary procedures does not preclude further administrative, civil or penal responsibility or action.

11. Implementation of this Code of Conduct

Every staff member has the responsibility of familiarising themselves with this Code of Conduct, the complaints mechanisms they can use and the disciplinary procedures in place. The Code of Conduct will be an element of induction for staff and board members and also for the people who participate in our Independent Review Panel. It will be reviewed and revised every year by all members of staff during summer strategy planning.

All persons to whom this Code applies are obliged to ensure and maintain an environment that prevents abuse of power and promotes the implementation of these principles of behaviour.

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This document automatically forms part of all contracts of employment or contractual conditions of service and should be reviewed and signed by all employees at the beginning of every year.

I,

_, declare that I have read and understood the Code of Conduct for Accountable Now's staff and all policies noted in the code. I understand that this Code forms an integral part of my work contract and agree to abide by its terms and conditions.

Signature _____

Place and Date _____

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