



Code of Conduct for Johanniter International Assistance Employees

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I. Preface

Dear all,

The aim of Johanniter International Assistance (Johanniter) is to ensure the survival of people affected by disasters and conflict and to strengthen and secure the health, resilience and livelihoods of communities in the often hard-to-reach regions where we and our partners work.

Coming into contact with people from various cultural and social backgrounds – both among our teams and among communities – requires an organisational culture that is characterised by mutual respect, integrity and professionalism.

It is the responsibility of each and every one of us to maintain and shape this culture, because only then can we become an organisation where everybody feels valued, trusted and safe.

Integrity in all we do is the bedrock of our day-to-day work, and our Code of Conduct provides the values and behavioural standards we expect to see. Along with corresponding policies, it forms our regulatory framework that applies to all employees worldwide, including freelance workers and volunteers, and it must be acknowledged by all our partner organisations, as well as our suppliers and service providers.

Our Code of Conduct consolidates the applicable laws, our internal policies and voluntary commitments and lays out the standards and principles for our ethical, social and legal conduct.

The standards and principles that have been set must be put into practice each and every day and it is everybody's responsibility. It is the duty of our executives and senior management to set a positive example and ensure that our Code of Conduct is well understood, lived and adhered to by all.

Every signatory has a duty to report any breaches of the Code of Conduct they have experienced or observed. No one who reports such violations or submits information regarding violations with honest intent needs to fear any retaliation or other consequences, even if the report later turns out to be unfounded. Deliberate false accusations will not be tolerated.

Johanniter will provide the resources required to ensure that the Code of Conduct is not only fully understood and lived by everyone but also regularly reviewed and followed up on with appropriate actions. Every individual employee and contributor must support our principles and policies wholeheartedly and with complete conviction. We all need to live by them.

Susanne Wesemann
Director International Assistance



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II. Our joint values and mindset

Johanniter aims to provide a healthy and safe work environment for employees, our partners and for those who receive our services. To ensure we meet this aim, it is important that we practice honesty and integrity in our work, and that we are held to account for any behaviours and actions that breach our values and standards.

Our work is guided by our joint values and standards of promoting inclusion, mutual respect, work-life balance and tolerance by valuing (cultural) diversity and healthy pluralism. In this spirit of solidarity and humanity, our Code of Conduct is guided by relevant international standards and codes and is subject to international human rights law, even though we recognise that local laws and cultures differ.

We are striving to be an organisation in which all individuals in all their diversity, including their racial and ethnic identity, feel safe, respected, included and valued.

We recognise that racism often occurs in tandem with other systems of oppression (e.g., sexism, classism, ableism, homophobia, transphobia and other forms of discrimination) and we are committed to cultivating an organisational culture that engages in anti-racism with an intersectional approach, as we believe that racism is best understood in the context of power, oppression and privilege.

We aim to stamp out imbalances by creating a culture of respect and accountability that recognises that misuse of power and privilege is at the core of sexual exploitation, abuse and harassment (SEAH). Various forms of systematic discrimination intersect with each other. People can hold power and privileges based on characteristics such as gender, ethnicity, sexuality, national identity, employment status, education, race, religion, age and their role in the organisation. Often, these characteristics overlap and combine in ways that increase privilege or oppression.

We have a *zero-tolerance* approach to discrimination and harassment, and we insist on equal treatment regardless of an individual's characteristics, including age, disability, sex, sexual orientation, race, nationality, ethnic or national origin, religion or belief, gender reassignment, marital or civil partner status, pregnancy or maternity

We want to create and maintain a culture that welcomes disclosure of wrongdoing and sees it as an opportunity to strengthen our values and standards. We want all employees – whatever their position, background or identity characteristics – to have the confidence to use our system, *speak up*, and know that they will be protected when doing so.

In terms of desired behaviour, at Johanniter, we support the following international standards and codes (as amended to date):



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- CHS Alliance: Core Humanitarian Standard on Quality and Accountability
- Inter-Agency Standing Committee (IASC): Six Core Principles Relating to Sexual Exploitation and Abuse
- United Nations: The Secretary-General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse (ST/SGB/2003/13)
- International Committee of the Red Cross (ICRC): The Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief
- VENRO Code of Conduct on Transparency, Organisational Management and Monitoring
- VENRO Code of Conduct for Children's rights
- VENRO Code of Conduct for Development-Related Public Relations
- Transparent Civil Society Initiative

III. Scope and policies

The Code of Conduct and the accompanying policies apply to:

All employees of Johanniter International Assistance, regardless of their type of contract (including full-time employees, temporary personnel, interns and personnel on loan), the scope of their responsibilities and the location of employment.

No one is exempt from the Code. In accordance with relevant employment policies and procedures, any breach will result in disciplinary action, which could include termination of your employment and prosecution.

Johanniter has a legitimate interest in our employees' private activities where these may bring discredit upon Johanniter in its relationships with stakeholders including (but not limited to) the people it exists to support, governments, donors and the general public. All our employees should be vigilant in using good, sound judgement at work and outside of work.

The Code of Conduct standards must be adhered to by all of the following:

- Partner organisations receiving material or non-material support from Johanniter.
- Freelancers working for Johanniter on a contractual basis.
- People and groups volunteering for Johanniter (e.g. community volunteers).

- Johanniter's suppliers and service providers must agree to the "Declaration of suppliers" during the tender process, which includes all relevant regulations as well.

The Code of Conduct applies worldwide.



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The following Johanniter policies apply in addition to this Code of Conduct and are supplementary to it:

- Policy: Protection against Sexual Exploitation, Abuse and Harassment
- Policy Safeguarding and Protecting Children and Adolescents
- Policy: Anti-Harassment and Anti-Discrimination in the Workplace
- Complaint Response Mechanism Policy
- Whistleblowing Policy
- Policy Against Corruption, Fraud and Conflict of Interest
- International Safety and Security Guidelines
- National Staff Guidelines
- Recommendation for the Use of Social Media.
- Anti-Terror Financing and Money Laundering Policy

□

The Code of Conduct sets minimum standards for each and every employee and contributor. The current version of the Code of Conduct and the accompanying policies can be found at www.johanniter.de/ and in ConSense.

Johanniter is committed to supporting its employees and contributors to conduct themselves in accordance with the policies, e.g. by offering training seminars, workshops and sensitivity training, and by supplying the necessary tools and materials.

IV. Code of Conduct: how I shall behave

As a Johanniter employee, I will:

- 1. Uphold the integrity and reputation of Johanniter by ensuring that my professional and personal conduct is consistent with Johanniter's principles and values.**
 - 1.1. I will seek to maintain and enhance public confidence in Johanniter by being accountable for the professional and personal actions I take and by ensuring that I manage the power that comes with my Johanniter position with appropriate restraint.
 - 1.2. I will be sensitive to and respectful of local customs and culture, even if the norms and values in that cultural context differ from the Code of Conduct. I will seek support and advice from Johanniter in this regard if necessary.



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- 1.3. I will comply with laws of the country in which I work, in accordance with the stipulations of section 1.3 of the attached disclaimer document¹.

As Line Manager and Supervisor,

- 1.4. I understand that I am in a leadership role, and that I must set an example by demonstrating my full commitment to this Code and its values and principles at all times. My conduct sets an example for all my colleagues.
- 1.5. I have a particular duty and responsibility to ensure that the Code is observed and lived by all staff members on my team and to ensure that I set a tone that embraces a culture of speaking up against any misconduct and wrongdoing.

2. Respect the dignity of the people with whom I come into contact in my work and private life, in particular the beneficiaries/ project participants² of Johanniter's work, and will challenge any form of harassment, discrimination, intimidation, exploitation or abuse.

- 2.1. As a Johanniter employee, I hold a privileged position of power and trust in relation to our partners and the communities that they come from and who we are supporting when carrying out Johanniter's mission, I understand that I must not abuse my own position of power/ unequal power relationships in any way.
- 2.2. I will respect all people's rights, including children's rights, and I will contribute to a working environment characterised by mutual respect, tolerance, integrity and dignity.
- 2.3. I will abstain from any and all kinds of discrimination, as well as from all forms of mobbing and bullying³. Directing inappropriate, violent or insulting language at others, whether it is spoken or written, is prohibited. This also applies on social media.
- 2.4. I will ensure that my relationships and behaviour are not exploitative, abusive or corrupt in any way, and I will not engage in any form of sexual violence against any person of any age. This includes sexual exploitation, abuse and harassment.

¹ Where a country's laws are in contravention with the values and principles of the Code of Conduct, the Johanniter employee must respect the provisions of the Code of Conduct that they have committed themselves to uphold through their signature. Provisions and values of the Code of Conduct touching on safeguarding are absolute and cannot be compromised even if/when a country's laws contravene such provisions.

² Project Participants: target groups (beneficiaries) of programs and projects implemented by Johanniter or its partner organisations; members of communities in which Johanniter and its partner organisations are active; anyone who is directly or indirectly participating in programs or projects of Johanniter or its partner organisations.

³ Repeated offensive behaviour through vindictive, cruel, malicious or humiliating attempts to undermine an individual or a group of employees. Includes a range of behaviours, e.g., ostracising, ridiculing, shouting and verbal abuse. See Anti-Workplace Discrimination and Harassment Policy.



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- 2.5. In line with international standards, I will not have sexual relations with children (defined as under 18 years old; regardless of local law). Inciting or forcing a child to take part in activities of a sexual nature is always prohibited, regardless of whether they are aware of the act committed and regardless of consent (this includes pornographic activities that do not involve sexual contact with the child)⁴.
- 2.6. I will not act in ways that may place a child at risk of abuse. Behaviours and actions that are prohibited include, but are not limited to, using inappropriate language or behaviour when dealing with a child or children, bullying and harassing a child verbally or physically, physical punishment, and exposing a child to pornography including on-line grooming and trafficking. Whenever possible, I will avoid being alone with a child.
- 2.7. I will not engage in sexual relationships with project participants⁵, recognising the inherent unequal power dynamics involved, and recognising that such behaviour can undermine the integrity and credibility of Johanniter's work.
- 2.8. I will not exchange money, offers of employment, employment, goods or services for sex or sexual favours or any other forms of humiliating, degrading or exploitative behaviour, understanding that these standards exist to challenge sexually exploitative and abusive behaviour⁶.
- 2.9. I understand that actions or statements with sexual undertones and/or connotations that make someone feel offended, ashamed or attacked are forbidden. This includes but is not limited to suggestive remarks, unwelcome physical contact or proximity, the display or sharing of suggestive material (e.g. via email or social media) and sexist conversations or jokes, whether in verbal, written or non-verbal form⁷.
- 2.10. I understand that consensual sexual and/or romantic relationship with a work colleague may not cause harm to either party. However, I am aware of the difficulties that may arise when entering into such a relationship. I know that it is difficult to maintain proper boundaries between professional and personal life and that it can negatively impact team relationships in the working environment. For these reasons, I know that when entering into such a relationship I have to take action to resolve this issue without delay. This means that I must either not

⁴ See Policy Safeguarding and Protecting Children and Adolescents

⁵ Project Participants: target groups (beneficiaries) of programs and projects implemented by Johanniter or its partner organisations; members of communities in which Johanniter and its partner organisations are active; anyone who is directly or indirectly participating in programs or projects of Johanniter or its partner organisations.

⁶ see Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) Policy.

⁷ Additional Information is provided in the following documents: PSEAH Policy; Anti-Harassment and Anti-Discrimination in the Workplace Policy; Social Media Policy.



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pursue the relationship, or I must inform my supervisor to determine further action.

As Line Manager and Supervisor,

2.11. I know that due to my status as role model, my access to sensitive information, and my ability to affect the employment of individuals in subordinate positions, I am not allowed to enter into a sexual and/or romantic relationship with any of my staff members, and that I must keep all confidential information entrusted to me confidential.

3. Perform my duties and conduct my private life in a manner that avoids conflicts of interest with the work of Johanniter

- 3.1. I will declare any financial, personal, family interest in matters of official business which may have an impact on or interfere with the work of Johanniter (e.g. contracts for goods/services, employment or promotion with Johanniter, partner organisations, beneficiary groups)
- 3.2. I will advise Johanniter of any intention to seek a nomination as a prospective candidate or another official role for any political party, public office or board of trustees of partner organisations to clarify whether any conflicts of interest, or perceived conflicts of interest with my duties with Johanniter may arise.
- 3.3. I will deal with gifts in accordance with the rules set out in the Johanniter Policy Against Corruption, Fraud and Conflict of Interest. If giving and accepting gifts is normal cultural practice, I will seek approval from my supervisor prior to accepting gifts and hand them over to Johanniter for work purpose in accordance with Johanniter Policy Against Corruption, Fraud and Conflict of Interest, Chapter D.
- 3.4. I will act against any form of aid diversion. Johanniter is entrusted with resources and funds to support people in need and enable them to live in dignity. Aid diversion can happen in the forms of corruption, fraud, bribes, theft, terrorist financing, money laundering and other misuse of funds. I am obliged to follow the policies and guidelines to prevent aid diversion from happening. More information can be found in the respective policies.⁸
- 3.5. I will not perform any missionary duties in the name of Johanniter or any other institution. I know that Johanniter is guided by humanitarian principles in all its dealings with communities and staff and I will also be guided by these principles.

⁸ See Policy Against Corruption, Fraud and Conflict of Interest and Anti-Terrorism Financing Policy. Latest version in ConSense.



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4. Be responsible for the use of information, equipment, money and resources to which I have access through my employment with Johanniter.

- 4.1. I will use my discretion when handling sensitive or confidential information (incl. security incidents) and I will not reveal confidential information that I have gathered in the course of my duties. In particular, unless my work requires it or I obtain explicit approval from my line management or another delegated authority of Johanniter (for example as a result of the 4 eyes principle), I am not allowed to comment on allegations concerning facts or situations that I acquire knowledge about through my work for Johanniter, even if these facts or situations are of a public nature, and I am prohibited from lending credibility to such allegations, since this could harm Johanniter's work.⁹
- 4.2. Regarding public relations, I will always inform communities about our intentions and about how media is to be distributed and through which channels it is distributed. Prior arrangements and approvals from all involved in media content are mandatory and must be formally documented. The refusal of photos or videos by employees, project participants or others is to be respected at all times.
- 4.3. I will seek authorisation before communicating externally in Johanniter's name through any medium (e.g. written or spoken press, social media, web logs and/or community websites) and I will avoid doing any external communication that will have detrimental repercussions for Johanniter or me.
- 4.4. When using social media, I will follow the Johanniter's Recommendation for the Use of Social Media¹⁰.
- 4.5. I will appropriately account for all Johanniter money and property entrusted to me (e.g. vehicles, office equipment, accommodation provided by Johanniter and computers).
- 4.6. The rules set forth in this section continue to apply to me even after my employment with Johanniter ends.

5. Protect the health, safety, security and welfare of all Johanniter employees, volunteers and contractors.

⁹ See also relevant chapters on secrecy and confidentiality in the Labour Contract and applicable Labour Terms and Conditions where it is stipulated that the employee shall keep official matters confidential, if non-disclosure of these matters is required by their nature or ordered by means of general or special directives issued by the employer, even after the termination of the employment relationship.

¹⁰ ConSense



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- 5.1. I will comply with Johanniter security guidelines¹¹ and national security plans and be proactive in informing management of any necessary changes to such guidelines.
- 5.2. I will behave in such a way as to avoid any unnecessary risk to the safety, integrity, health and welfare of others and myself, including partner organisations and beneficiaries.
- 5.3. I will never drive a vehicle under the influence of alcohol or any illegal substance (including but not limited to narcotic drugs), or any substance that impairs driving ability. I will not consume, purchase, sell, possess or distribute illegal substances while on duty or off duty¹².

6. Oppose criminal or unethical activities

- 6.1. I will inform Johanniter of any relevant criminal convictions or charges I have had prior to my employment in which Johanniter may have a legitimate interest.
- 6.2. I will also notify Johanniter if I face any criminal charges during my employment that may impede my ability to perform the duties of my position subject to national legislation.
- 6.3. I will adhere to all Johanniter global policies and procedures that support the above standards and principles.

V. How I report misconduct or wrongdoing and raise my concerns

I know that I have a duty to report and that I am obliged to immediately raise any misconduct or malpractice happening to me or others through the appropriate reporting channels¹³.

¹¹ See JOHANNITER International Safety and Security Guidelines. Latest Version in ConSense

¹² If/when anyone subject to the Code of Conduct engages in the distribution, consumption, purchase or selling of illegal substances while off duty and is apprehended by the law enforcement agencies and charged in a court of law, such cases shall be deemed to have breached the Code of Conduct as this brings Johanniter into disrepute as an organisation. All employees must steer clear of the consumption, purchase, selling or distribution of illegal substances, whether on duty or not.

¹³ see CRM Policy



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Any concern or report submitted to management or via national complaint lines to JOHANNITER must be passed on by them to JOHANNITER's Accountability & Compliance Unit at HQ. All information regarding breaches of the Code of Conduct and the accompanying policies is treated with integrity and confidentiality. No one who reports violations or submits information regarding violations with honest intent needs to fear any retaliation or other consequences, even if the report later turns out to be unfounded. Deliberate false accusations will not be tolerated.

In accepting your appointment, you undertake to perform your duties and regulate your conduct in accordance with the requirements of this Code, thereby contributing to Johanniter's quality of performance and reputation.

Date & Location.....

Name.....

Signature.....