



## A Message from RI's CEO and Board Chair

Dear Team Member,

Each of you is a valued member of Relief International, a humanitarian and development non-profit agency that provides emergency relief, rehabilitation, development assistance, and program services to communities worldwide.

Relief International is dedicated to reducing human suffering and is non-political and non-sectarian in its mission. During the past 60 years, Relief International has worked in more than 50 countries in Africa, Asia, Latin America, the Caribbean, and Middle East to serve the needs of the most vulnerable, neglected groups - particularly women, children, those affected by natural disasters and civil conflicts, and the poor. We deliver life-saving aid in the most fragile settings.

At Relief International, upholding our organizational values is crucial to creating a safe working environment and the ongoing sustainability of our programs and our work. Relief International relies on funding from a wide range of organizations, including the U.S. and U.K. governments, European Union, institutional donors, UN Agencies, international and local NGOs, and from private donations. Funding is provided to us with the expectation that it will be used in a responsible, transparent manner to implement much-needed programs. These expectations align with our organizational values, rooted in ethics and mutual respect, of integrity, adaptability, collaboration, inclusivity, and sustainability.

We acknowledge that working in these fragile settings can be challenging. Adherence to our Code of Conduct, which guides our work and is informed by our 'Key Conduct Policies,' including our safeguarding, security, financial crimes, prohibited parties, and human resources-related policies, will help us meet these challenges. You should read the Code of Conduct and these policies carefully, make sure you understand them, and review them each year. By signing the **Code of Conduct Acknowledgement and Pledge** you are showing your commitment to our values, not only to our donors but also to our partners and the communities where we work.

Sincerely,

A handwritten signature in blue ink that reads "Paul Kupler Swayford".

Chip Levengood  
Board Chair

A handwritten signature in blue ink that reads "Craig Redmond".

Craig Redmond  
CEO

## Code of Conduct

<b>Effective Date:</b>	April 13, 2021	<b>Supersedes:</b>	RI Code of Conduct 03-16
<b>Approved by:</b>	Board of Directors	<b>Policy Type:</b>	Tier 1
<b>Approved on:</b>	April 13, 2021	<b>Policy Number:</b>	POL-001
<b>Version:</b>	2.0	<b>Responsible Team:</b>	Ethics and Compliance

### Our Mission, Vision, and Values

Relief International, Inc. (US), Relief International – UK, Relief International – Europe (Belgium), and MRCA/Relief International - France affiliate organizations (collectively “Relief International” or “RI”) is a humanitarian and development non-profit agency that provides emergency relief, rehabilitation, development assistance to communities worldwide.

Mission	Vision
RI partners with communities in fragile settings to save lives and build resilience, dignity, and long-term well-being.	All communities in fragile settings can achieve long-term well-being.

Guided by the humanitarian principles of humanity, neutrality, impartiality, and independence, as well as “Do No Harm,” Relief International **Values:**

<b>Integrity</b>	We are transparent and accountable in working with participants, partners, donors, Team Members, and the communities with which we work.
<b>Adaptability</b>	We embrace agility and innovative thinking, program approaches and ways of working.
<b>Collaboration</b>	We harness complementary expertise and networks to ensure that each issue, situation, or community gets the best solutions available.
<b>Inclusivity</b>	We embrace practices and policies that provide access to employment, opportunities, and resources for people who might otherwise be excluded or marginalized.
<b>Sustainability</b>	We support communities to build their own long-term resilience and well-being throughout all our work.

Our Mission, Vision and Values help us achieve a positive impact in communities and healthy organizational culture. As an employee, seconded employee, indirect staff member, intern, volunteer, officer, and member of Relief International’s Boards of Directors (collectively “Team Member”), we each agree to promote Relief International’s Mission, Vision, and Values. We also agree to uphold Relief International’s Code of Conduct.

The Code of Conduct lays out five principles that guide us as Relief International Team Members in working to realize our Vision while being true to our Values.

## Code of Conduct Principles

By signing the Code of Conduct, each of us agrees to adhere to five principles:

1. We will adhere to Key Conduct Policies, Applicable Laws, Regulations, and Contractual Requirements.
2. We will handle funds and property responsibly.
3. We will contribute to a respectful work environment.
4. We will protect the safety of participants and community members.
5. We will protect the safety and security of myself and others.

Do What  
is Right

### Principle 1: We will adhere to Key Conduct Policies, Applicable Laws, Regulations, and Contractual Requirements.

Relief International has a zero-tolerance policy for corruption, support to prohibited parties (intentional or inadvertent), or mistreatment of participants or other Team Members. We expect personal and professional integrity and compliance with our Code of Conduct and all applicable laws, regulations, and contractual requirements.

Each team member must read, understand, and abide by the following Key Conduct Policies both inside and outside the workplace and take the required trainings related to these policies within the required timeframes.

#### Ethics and Security Incident Reporting and Management Policy

##### Safeguarding Policies

- Sexual Exploitation and Abuse and Harassment (SEAH) Policy
- Child Protection Policy
- Combatting Trafficking in Persons Policy

##### Financial Crimes Policies

- Fraud, Bribery, and Corruption Policy
- Money Laundering Policy

##### Preventing Support for and Transactions with Prohibited Parties Policy (PPP)

#### Acceptance First: The RI Security Framework

##### Other Key Policies, Frameworks, and Handbooks

- Employee Handbook (Field Employee Manual for the field)
- Conflicts of Interest Policy and Disclosure Form
- Data Protection Policy
- Whistleblower Policy
- Equal Employment Opportunity Policy
- Gift Acceptance Policy
- Drug Free Workplace Policy
- Program Management in Fragile Settings Framework
- Accountability to Communities Framework

All of these policies are available to Team Members at all country locations. They can also be accessed on RI's intranet, RI-Connect, and in our document management system, Box, online at Box > Toolbox > Key Policies.

Any questions about the applicability or interpretation of any law, rule, or regulation, or the mechanisms for reporting suspected violations, should be directed to RI's General Counsel.

Any questions about the applicability or interpretation of the Code of Conduct, Key Conduct Policies or other aspects of Relief International's ethics and compliance program should be directed to RI's Chief Ethics and Compliance Officer ("CECO"). The CECO can be contacted by [ceco@ri.org](mailto:ceco@ri.org).

Work  
Responsibly

### Principle 2: We will handle funds and property responsibly.

We will safeguard and make responsible use of the information, funds, and property, to which we have access as a result of being a Relief International Team Member. **We will:**

- not commit RI financially or otherwise, without having received specific authorization.
- keep accurate records, comply with applicable financial and accounting standards, and cooperate with officials and auditors.
- adhere to contractual and regulatory requirements, obligations to donors, and international sanctions regulations.
- not commit a fraudulent act, act of misconduct, or a breach of trust under any circumstances (See: Financial Crimes Policies for examples).
- only use RI property (e.g., premises, assets, equipment, supplies, and IT equipment and tools) for work related purposes. RI property may not be used for personal gain or unapproved purposes.

### **Principle 3: We will contribute to a respectful work environment.**

Team Members must adhere to our policies and exhibit behavior conducive to maintaining a work environment that promotes staff health, well-being, and resilience. **We will:**

- treat all colleagues with dignity and respect.
- respect the rights of all individuals, including providing reasonable accommodations for persons with disabilities or special needs.
- reject abuse of power and any form of violence.
- make employment decisions based on an individual's abilities and merits, not personal characteristics unrelated to the job.
- safeguard the confidentiality of personnel, participant, and proprietary information.
- refrain from any involvement in criminal or unethical activities, activities that contravene human rights, or activities that compromise the image and interests of Relief International.

Respect Others

There is certain behavior that is not conducive to a healthy work environment. These behaviors are detailed in the Employee Handbook and other key policies. Other unacceptable behaviors are outlined below.

#### **We will not:**

- engage in disorderly, antagonistic, and bullying conduct of any kind.
- judge individuals based on factors unrelated to work, such as ethnicity, religion, gender, sexual orientation.
- make offensive or derogatory comments, jokes, emails or communication, including sexually explicit images and correspondence.
- work while impaired by alcohol or illegal substances.

#### **We will report:**

- unwanted, inappropriate or disrespectful sexual advances or harassment.
- bullying, perceived threats, intimidation, favoritism, belittlement, verbal or physical outrages.
- situations that threaten the safety, security or well-being of staff.
- hostility to individuals due to race, religion, gender, gender identity, sexual orientation, disability, veteran status or other characteristic protected by law.

### **Principle 4: We will protect the safety of participants and community members.**

Relief International has a zero-tolerance policy for any unacceptable behavior with participants, community members, partners, and team members. Sexual exploitation and abuse refer to abuse by aid workers who demand sexual favors from participants in exchange for humanitarian or development assistance.

**We will adhere to RI’s Sexual Exploitation and Abuse and Harassment (SEAH) Policy, which follows the six core principles of the IASC Task Force on Protection from Sexual Exploitation and Abuse.**

Relief International values its approach to relating with participants as partners. This is why RI uses the term participants, partner communities, or community stakeholders rather than beneficiaries in an effort to promote mutual respect in contrast to dependency relationships. We must treat participants with courtesy, professionalism and respect, using the RI Accountability to Communities Framework as a guide. We will endeavor to protect women, children, persons with disabilities, LGBTQI+ and other individuals in situations of vulnerability from sexual and gender-based violence.

**Principle 5: We will protect the safety and security of myself and others.**

We agree to follow all RI safety and security guidelines that are relevant to my location, to stop any work should it becomes unsafe, and **we will:**

- not engage in neglect or carelessness that results in damage or destruction to participants’ or RI’s property or endangers the life or health of any person;
- not continue working for RI if we plead guilty to or are convicted of a crime or dismissed from a previous role due to misconduct that indicates that we are unfit for the job or poses a threat to the safety or well-being of RI Team Members, participants, or property;
- adhere to relevant transportation, safety, and safeguarding SOPs; and
- promptly report a security or safety concern or the loss of or known malfunctioning of vehicles or other equipment.

**Report Suspected Misconduct without Fear of Reprisal**

**We will Report Suspected Violations**

As part of my compliance with Key Conduct Policies, we will report any suspected violations of the Code of Conduct, Key Conduct Policies, or applicable laws and regulations. There are three options for reporting:

To Relevant Focal Point	To the Incident Reporting Hotline	To the Ombudsperson
<p>At country-office level, we will report by email or in-person to the relevant focal point in my RI team. The focal point is then responsible for recording the details of the incident, sharing them with the Country Director, and submitting them through the online Incident Reporting Portal.</p>	<p>If for any reason we do not feel able to report an incident to the focal point in my team, or if the incident occurs within a regional or GSO team, we will report it directly to the Incident Reporting Hotline. This can be done anonymously and in a number of ways:</p> <ol style="list-style-type: none"> <li>1. via the online Incident Reporting Form: <a href="http://bit.ly/RIIncidentsHotline">bit.ly/RIIncidentsHotline</a></li> <li>2. via e-mail: <a href="mailto:incidents@ri.org">incidents@ri.org</a></li> <li>3. by leaving a message at phone: +1 (434) 288-0202</li> </ol>	<p>If an incident that is reported to a focal point or through the reporting hotline does not receive an appropriate response within a reasonable timeframe, the incident can be reported to the RI Ombudsperson via e-mail at <a href="mailto:ombudsperson@ri.org">ombudsperson@ri.org</a>. The Ombudsperson is independent of RI management.</p>

All incidents reported via the Incident Reporting Hotline go directly to RI’s Incident Management Team. Reports may be made anonymously and without fear of reprisal. Please refer to the Whistleblower Policy on non-retaliation for reporting violations. All reports of alleged non-compliance and violations will be responded to appropriately, including an investigation of the offense, potentially corrective actions, and disclosures to appropriate donor and governmental authorities, as appropriate. RI commits to fully cooperate with any Government agencies

responsible for investigations or audits. We understand that Relief International may discipline any Team Member whose conduct violates applicable laws, regulations, or basic tenets of the Code of Conduct up to and including termination.

## Acknowledgment and Pledge

Every Team Member must read and agree to the Code of Conduct and related policies prior to the start of employment and every year following.

By signing, I acknowledge having received and understood:

- The present Code of Conduct
- The Ethics and Security Incident Management and Reporting Policy
- The Safeguarding Policies (the Sexual Exploitation, Abuse, and Harassment Policy, Child Protection Policy, and Combatting Trafficking in Persons Policy)
- The Financial Crimes Policies (Fraud, Bribery, and Corruption Policy, and Money Laundering Policy)
- The Preventing Support for and Transactions with Prohibited Parties Policy
- Acceptance First Policy
- Other Key Policies, Frameworks, and Manuals (Employee Handbook (Field Employee Manual for the field), Conflict of Interest Policy and Disclosure Form, Data Protection Policy, Equal Employment Opportunity Policy, Gift Acceptance Policy, Drug Free Workplace Policy, Program Management in Fragile Settings Framework, and Accountability to Communities Framework.)

I agree to respect and uphold these policies. I understand that RI will, subject to applicable employment law, immediately discipline, to include termination if appropriate, employees whose conduct violates the basic tenets of business integrity and honesty set forth in the Code, RI policies, or applicable laws.

“I, \_\_\_\_\_, the undersigned, hereby declare that I am prepared to observe the rules stated above. I acknowledge that, should I fail to abide by those rules, the Country Director or GSO is empowered to take disciplinary action, which may include all necessary steps for my immediate return to my country of origin.”

<b>Team Member Name</b>	
<b>Team Member Signature</b>	
<b>Date (MM/DD/YYYY)</b>	