

Eurodiaconia Code of Conduct

INTRODUCTION

The purpose of this code of conduct is to ensure:

- the good reputation of Eurodiaconia,
- that proper safeguards are in place to protect employees, volunteers and anyone engaged with our activities,
- that the spaces we provide for participation are inclusive and safe,
- that everyone who represents us does so with professionalism and a commitment to inclusion,
- that we are accountable as an organisation for providing this inclusive, professional and safe space and dealing with any breaches of this code.

This code of conduct should be read in complement to our Statutes, Internal Rules and other policy documents that guide our work including our overarching strategy, Social Media policy (in development) and wellbeing plan and, in the case of employees, the Staff Handbook. The code of conduct covers all individuals (Supervisory Board members, employees), representatives from organisations in our membership, any organisation or person who we enter into an agreement with and the section on behaviors at our activities binds anyone who attends our events, meetings or activities. This means that in all cases, individuals bound by the code must behave and act in accordance with the code of conduct and be alert and act to reduce the risk of violations.

All potential Board members, incoming Full, Associate and individual members, representatives of members and representatives and employees of Eurodiaconia will receive a copy of these codes of conduct and must sign or agree to it before attending or undertaking any activities on behalf of Eurodiaconia. The section of the code of conduct that applies to those engaging with our activities will be posted on our website and forwarded to everyone participating in our activities and events and a copy of the relevant articles and complaint form will be placed on our website to allow breaches to be reported.

GENERAL PRINCIPLES

Eurodiaconia and our members are committed to equality, solidarity, nondiscrimination, the promotion of social justice and respect of fundamental rights for all.

As a workplace and safe and inclusive community, Eurodiaconia aims to foster mutual respect, wellbeing and dignity in all its relations in the workplace and with partners and individuals.

Representatives of Eurodiaconia, particularly staff and Supervisory Board members shall always act in the interest of Eurodiaconia and in accordance with its Statutes and Internal rules and other policies including internal our social media policy, wellbeing plan and code of conduct. Representatives of Eurodiaconia must also adhere to Belgian or national laws that are applicable, if abroad, and applicable international conventions. Eurodiaconia reserves the right to report any breach of laws to the appropriate authorities.

RULES OF CONDUCT

Conflicts of interest

Conflicts of interest may arise within the operation of Eurodiaconia. When decisions are taken that are not in the best interest of the organisation or its operations, a conflict of interest might be the reason. The existence of family ties, friendships, or financial relationships between persons linked to our activities may affect the perception of Eurodiaconia's credibility, impartiality, and independence.

Conflicts of interest can arise from financial, political or other strategic interests of individuals representing Eurodiaconia and may negatively impact our strategy, the management of financial resources, contracting, procurement, travel, and participation in activities. Those covered by the code of conduct shall report possible conflicts of interest to Eurodiaconia's Secretary General or Supervisory Board.

Safeguarding

Eurodiaconia is committed to safeguarding employees and individuals that are involved or benefit from our activities from within and outside our membership. This includes addressing improper uses of power, ensuring security, dealing with any forms of harassment, inappropriate language, bullying, discrimination and violence which will be dealt with below.

Security concerns the work environment, safety, health and well-being of employees and partners, as well as the sustainability of the activities. Eurodiaconia has security responsibilities for its employees and is responsible for discussing security aspects and measures with member organisations and partner organisations.

Safety and risk awareness are also a responsibility of employees and representatives of Eurodiaconia. Security must be considered when planning events, meetings,

accommodation and travel and must also be considered outside of working hours. Those covered by the code of conduct should do their utmost not to expose themselves or others to risk when travelling for work. It is important to be aware of, and avoid, risk behaviors that could lead to yourself, your colleagues or partners facing situations of conflict or reprisals by authorities, threats, violence, blackmail, or other dangers. Information shall be handled with care. This applies to all communications and information, especially digital. Carelessness could directly endanger colleagues, partners, and yourself.

Improper use of position of power

Eurodiaconia recognizes that power can be held by our organisation and our representatives and is committed to addressing power imbalances. A position of power must never be used improperly for someone's own benefit or at the expense of others. An economic, or other close relationship (i.e. romantic or friendship) with a person who is, or may be perceived to be, dependent or junior or in a less privileged position to another is inappropriate and shall be avoided, as such a relationship could risk exposing either party to negative consequences, both in the current relationship and in the future. Should such a relationship arise, the Secretary General or the wellbeing focal point in the staff team shall be informed as soon as possible. In addition, a position of power must not be used to give anyone advantages they would not normally have enjoyed. Conduct and relations shall be carried out in such a way that there can never be a perception that different benefits are expected or required.

Information and data management

Information and data management are essential tools for Eurodiaconia. Adherence to GDPR is key to be able to guarantee the integrity of our employees, members, and partners. The dissemination of information through various channels is a central part of Eurodiaconia's communications. Those covered by the code of conduct are expected to adhere to our social media policy.

Eurodiaconia strives to be open and transparent regarding our operations and financing. This means proactively sharing timely, accessible, relevant, and clear information about the organisation and its activities, as well as answering requests for information.

There are times when it is inappropriate to disclose information. Disclosure of sensitive information, including personal information related to human resources, risks seriously compromising the security of employees and partners, compromising Eurodiaconia's effectiveness, and reducing our credibility. Discretion is therefore expected, and sensitive information must not be disseminated. Information that has not been made public and that is known to you because of your position may not be used for private benefit. It is understood that this does not affect the exchange of information among colleagues that is necessary for the Eurodiaconia's operations.

Alcohol and drugs

Carrying out activities on behalf of Eurodiaconia while under the influence of alcohol could risk the reputation of the organisation and lead to an erosion of trust and respect from colleagues and partners. Therefore, a restrictive approach to alcohol shall be observed. Employees of Eurodiaconia should also adhere to the alcohol and drug policy in the employment rules and regulations.

Alcohol consumption is only permitted in exceptional cases, such as at public dinners, occasionally during team buildings and similar events. On these occasions, it is important that alcohol consumption is moderate. An 'alcohol relationship' must not be developed within the framework of Eurodiaconia's activities. Meetings and decisions must not be moved to the pub or similar establishments. When on trips on behalf of Eurodiaconia, you should restrict your alcohol consumption during your leisure time in line with your responsibility as a representative of Eurodiaconia. Alcohol consumption is strictly forbidden when travelling by car and, as a passenger, you should always react if you suspect that the driver is under the influence of alcohol.

All forms of involvement with and consumption of substances classified as illegal narcotics are prohibited both during working hours and leisure time. Exceptions are made if the substances relate to prescription medicine for personal use.

Struggles with substance abuse issues, in line with Eurodiaconia's employee rules and regulations and general commitment to fostering wellbeing at staff and organisational level, will be dealt with in a spirit of support and caring.

Discrimination, harassment and violence

Eurodiaconia opposes all forms of harassment, in appropriate language, violence, bullying, discrimination, or any similar harmful behaviors and has a zero-tolerance policy for such behaviors. This also includes personalised critical or inappropriate remarks about staff or other meeting participants or members in meetings of Eurodiaconia. Feedback on staff performance can be made privately to the Secretary General. At all times in Eurodiaconia spaces, we communicate honestly and respectfully.

No single person or group, regardless of gender, gender identity, gender expression, age, ethnicity, race, religion, sexual orientation, social status, political opinion, or functional variation may be discriminated against.

In the Eurodiaconia employment rules and regulations, employees and Eurodiaconia are bound by the policy on prevention of psychosocial load caused by work, including violence, harassment and sexual harassment at work. In line with the employment rules and regulations, violence is understood to be any situation in which a person is threatened or is physically or psychologically attacked whilst representing or attending a Eurodiaconia activity. Harassment can be several forms of similar or different forms of abuse that are

external or internal to the activities of Eurodiaconia, which occur over a certain period of time and which have the aim or the effect of harming the personality, dignity or physical or psychological integrity of a person attending Eurodiaconia activities or an employee whilst carrying out his/her work so as to pose a threat to their work or to create an intimidating, hostile, degrading, humiliating or offensive environment and which manifests itself, in particular, through words, intimidation and unilateral acts, gestures and written materials.

Sexual harassment, abuse, and sexual exploitation

No individual shall in any way be subjected to sexual harassment, whether in physical or mental form. It can involve touching, groping, jokes, suggestions, glances, and images that are sexually evocative and devaluing. In line with the employee rules and regulations, sexual harassment can take the form of verbal, non-verbal or physical conduct of a sexual nature that is designed to harm the dignity of a person or to create an intimidating, hostile, degrading, humiliating or offensive environment. It is the victim who decides whether the behavior is unwelcome. The code of conduct should be read in complement to the social media policy and specifically the provisions on inappropriate or explicit content.

All forms of sexual abuse and exploitation are prohibited, as are all forms of sexual contact between adults and children. It is unacceptable to exploit a person or group in a situation of vulnerability.

Purchase of sexual services and use of pornographic material during work hours or when travelling to represent the organisation, all transactions, money, employment, goods, or services, in exchange for sexual acts or other forms of degrading behavior and exploitation are prohibited. These activities are strictly prohibited where deemed illegal also during leisure time. The purchase of sexual services here does not only refer to the purchase of sexual services in the traditional sense, it also includes "private assistance" meaning payment of bills, rents, clothing, school fees, and so on in exchange for sexual services.

Visits to brothels, porn or strip clubs and similar establishments should be avoided and is prohibited when travelling to represent Eurodiaconia. Furthermore, pornographic material must not be consumed using the technical equipment provided by Eurodiaconia. Finally, any involvement with child pornography material is strictly prohibited.

Facilitating equal participation

Eurodiaconia is committed to the participation of all people on equal terms and no representative of Eurodiaconia should seek to make participation more difficult for anyone and should seek to facilitate the participation of the people from groups in vulnerable situations that we represent. This includes making meetings accessible and inclusive. Examples of this would be ensuring that those from vulnerable groups feel supported to contribute and that the space is shared equally with them.

Behavior at events, meeting or other activities

Eurodiaconia requires that the behavior of any individual participating in any offline or online activity must be in line with the values of Eurodiaconia and promotes an inclusive atmosphere and an accessible environment while enforcing nonviolent communication and balanced, inclusive facilitation.

Eurodiaconia takes a zero-tolerance approach in its activities to any kind of discrimination, as defined above, and violence including but not limited to bullying, degradation, harassment, verbal, non-verbal, physical or non-physical humiliation and intimidation.

Before every activity, the staff member or other representative that is responsible for the event, meeting or activity will ensure that participants will be made aware of this code of conduct and the procedure in case of violations (outlined below).

Anti-corruption and bribery

Eurodiaconia takes a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our activities, relationships and communications. Bribery is defined as a financial or other inducement or reward for action which is illegal, unethical, a breach of trust or improper in any way. Bribes can take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or any other advantage or benefit. Bribery includes offering, promising, giving, accepting or seeking a bribe. All forms of bribery are strictly prohibited. Where there is doubt about this definition staff are advised to consult with the Secretary General and/or the Chair of the Supervisory Board.

No one acting on behalf of Eurodiaconia should

- 1) give or offer any payment, gift, hospitality or other benefit in the expectation that a business advantage will be received in return, or to reward any business received;
- 2) accept any offer from a third party that you know or suspect is made with the expectation that we will provide a business advantage for them or anyone else; or
- 3) give or offer any payment (sometimes called a facilitation payment) to a government official in any country to facilitate or speed up a routine or necessary procedure;
- 4) threaten or retaliate against another person who has refused to offer or accept a bribe or who has raised concerns about possible bribery or corruption.

This code of conduct does not prohibit the giving or accepting of reasonable and appropriate hospitality for legitimate purposes such as building relationships, maintaining Eurodiaconia's image or reputation, or promoting Eurodiaconia. However, a gift or hospitality will not be

appropriate if it is unduly lavish or extravagant, or could be seen as an inducement or reward for any preferential treatment.

Gifts must be of an appropriate type and value depending on the circumstances and taking account of the reason for the gift. Gifts must not include cash or cash equivalent (such as vouchers), or be given in secret. Gifts must be given in the name of Eurodiaconia.

VIOLATIONS OF THE CODE OF CONDUCT

Violations by participants in activities, events or meetings

For violations of the code during events or other activities by individuals participating, violations can be reported via an online complaints form which is available on our website and will be circulated to all participants after activities.

In the case of witnessing or having received a report of any written, non-verbal or verbal violent or discriminatory behavior, conduct or discourse, the staff member or other representative responsible for the meeting may respond using their best judgment and depending on severity of the action with the following actions:

1. Remind participants of their obligation to act in accordance with the code of conduct.
2. Have a one-to-one conversation with the person to make sure that there is an understanding of the inappropriate action.
3. Engage with the person to explain and ask for an apology and/or retraction.
4. Suspend the session and/or ask the person to leave the meeting, event or activity. If the person refuses to leave, they can be ejected from the meeting online or escorted out.
5. In the case of violent or discriminatory behavior, conduct or discourse that is physical in nature, immediately suspend the activity, ensure that the venue is safe for all participants and all concerned parties are in discrete locations and, if necessary, contact the police according to the laws of the country.

If the complaint is received after the event, then the Secretary General will review the complaint and have conversations with those affected and the person about whom the complaint was made. If the code has been deemed to be breached, depending on the severity, actions can include:

1. Informing the persons involved that their behavior is in breach of the code of conduct and reminding them of the code, if they want to participate in Eurodiaconia activities in the future.
2. Ask the person to apologize to the person or group who made the complaint.

3. Temporarily banning them from attending meetings or activities.
4. Banning this individual from attending meetings or activities.
5. Reporting the breach to the person's employer or their member organisation, if relevant.

In cases where mediation is necessary between the parties, the Secretary General will endeavor to provide mediation on a good faith basis and in line with the principles of this code of conduct. The complainant may request an apology or other remedy mentioned above, if that step has not already been taken. Complainants should be informed of steps taken, in line with any confidentiality consideration. Violations of the code of conduct or any suspicion of such shall be reported to either the Secretary General or the Chair of the Supervisory Board, if the complaint is about the Secretary General, who are required to investigate the matter and act accordingly. Given that information regarding violations may be sensitive, information shall always be handled with care, both by the person providing the information and by the person receiving it. Whenever the violation concerns a Board member the Chair of the Supervisory Board will always be involved unless the complaint concerns them. In that case the Vice Chair will be informed.

It might not always be clear what is a breach of the code. If this is the case, those covered by the code of conduct are encouraged to consult Eurodiaconia employees or relevant members of the Supervisory Board for advice. An active and open dialogue is essential.

The code of conduct is an integral part of all the agreements signed by Eurodiaconia. This means that Eurodiaconia can take contractual action in the unlikely event of a breach. Violations may result in disciplinary sanctions, the most extreme effect of which is dismissal or the end to a contract.

Employees suspected of an infringement shall be informed in writing of the accusation and be given ten days to respond before any disciplinary action is taken. National legislation shall be complied with by those covered by the code of conduct resident in Europe or in other countries if it does not conflict directly with international conventions. If an infringement of the code of conduct concerns a suspicion of a crime, the person concerned may also be reported to the police in Belgium or elsewhere.

The content of this policy is reviewed every two years by the Supervisory Board. The Secretary General and well-being focal point is responsible for ensuring that the policy and related documents are known and complied with in the organisation and that follow-up of compliance with the policy is conducted annually.

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