



# PIN CODE OF CONDUCT

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## INTRODUCTION

We are a non-governmental, non-profit organization founded on the ideals of humanism, freedom, equality and solidarity. We consider human dignity and freedom to be fundamental values. We believe that people anywhere in the world should have the right to make decisions about their lives and enjoy the rights expressed in the Universal Declaration of Human Rights.

We strive for a society that is open, informed, engaged and responsible with respect to problems at home and around the world. We want to actively participate in shaping a society where cultural, ethnic, racial and other differences are a source of enrichment rather than conflict.

We are an intrinsic part of civil society. Our work is based on the personal initiative and activity of hundreds of our employees and volunteers, both in the Czech Republic and in the dozens of other countries where we work, as well as the trust and support we are endowed with by individuals, businesses, governments and international institutions.

We strive to work in accordance with the highest standards of quality and ethics. Any form of exploitation or abuse of power is incompatible with PIN's fundamental belief in the human dignity of all people, and with PIN's core values.

The aim of the *PIN Code of Conduct* is to provide clear guidance on the standards of behaviour required by all PIN staff. Any unacceptable behaviour breaching this *Code* may result in disciplinary action, including dismissal. Whilst recognising that laws and cultures differ considerably from one country to another, the *Code* is based on international legal standards, universal principles of codes of conduct and basic human rights<sup>1</sup>.

Complementary documents to be read together with the *PIN Code of Conduct* are:

- *PIN Safety and Security Policy*
- *PIN Anticorruption Policy*
- *PIN Conflict of Interest Policy*
- *PIN Child Protection Policy*
- *PIN Whistleblowing Policy*
- *PIN Data Protection Policy*

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<sup>1</sup> Rights enshrined in the Universal Declaration of Human Rights, the UN Convention on the Rights of the Child and the UN Convention on the Elimination of All Forms of Discrimination against Women.

## APPLICABILITY

*PIN Code of Conduct* applies, in full, to all full time and part time PIN staff, volunteers, interns, consultants and people working on behalf of PIN – further referred to as “PIN staff”.

The rules contained in the *PIN Code of Conduct* represent minimum standards of behaviour. Individual departments of PIN may apply stricter rules; these must, however, must at all times be based on these minimum standards.

*PIN Code of Conduct* is also applicable for PIN partner organizations unless they have their own Code of Conduct containing all the key principles of the PIN Code of Conduct. Key principles are also applicable for the PIN suppliers in direct contact with PIN beneficiaries.

## STANDARDS OF CONDUCT

PIN staff are obliged to avoid any unacceptable behaviour and to comply with the following standards:

### **Highest standard of personal and professional conduct in line with PIN beliefs, policies, values, mission and vision**

All PIN staff are obliged to behave in a way that ensures their actions do not harm the name and reputation of PIN. This obligation applies during the performance of work related duties, situations when actions and behaviour could be associated with PIN and when off duty.

All PIN staff are obliged to respect the persons with whom they come into contact in connection with the performance of work for PIN, and in particular their colleagues and partners, and their staff, clients and beneficiaries.

Any forms of discriminatory behaviour on the basis of race, gender, religion, social status, colour of skin, national or ethnic origin, age, disability, sexual orientation and others are unacceptable.

The well-being of children must be promoted across PIN programmes and any behaviour likely to cause harm to children, including physical, sexual, emotional abuse and neglect, is prohibited.

PIN staff working abroad are required to observe the local laws and cultural standards applicable in the country of operation (unless these laws and cultural standards are inconsistent with other provisions of this Code of Conduct<sup>2</sup>) and behave responsibly with regard to local culture.

PIN is a politically and religiously impartial and neutral organisation. The involvement of PIN staff in political activities or the promotion of one's own religious values may be restricted or prohibited in some countries in which PIN is active in cases where it could negatively affect the goals of PIN or damage the perception of PIN as a neutral organisation and, at the same time, such a restriction or prohibition does not violate the legislation of the relevant country.

PIN staff should always use appropriate language, appear and dress in a way that corresponds to their position and given situation, creating a respectable and positive perception of PIN.

The possession, distribution or consumption of illegal substances at the workplace (including PIN cars) or when on duty is strictly forbidden. Any type of work under the influence of alcohol, drugs or any illegal substance is not acceptable.

### **No involvement in activities which are illegal or might compromise the work of PIN**

Taking part or supporting any illegal or criminal activities is unacceptable.

The abuse or exploitation of children or adults in any way or the conduct of activities contravening basic human rights are forbidden.

Any other inappropriate behaviour or action that might jeopardise PIN's reputation must be avoided.

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<sup>2</sup> Particularly - Rights enshrined in the Universal Declaration of Human Rights, the UN Convention on the Rights of the Child and the UN Convention on the Elimination of All Forms of Discrimination against Women.

## **No corruption and no conflicts of interest with PIN's work or reputation**

No corrupt or fraudulent behaviour is acceptable. Further details are explained in the *PIN Anti-Corruption Policy*.

Corruption is defined as the abuse of entrusted power for the private advantage of any person. This includes offering, giving, demanding or receiving financial or material gifts, loans, rewards, provisions or any other advantages from/to a third person as incentive to achieve something, which is dishonest, illegal or breaches confidence within the framework of contractual relations.

Conflict of interest is a situation in which the impartial and objective performance of working duties or decision making of a PIN staff or associate is jeopardized or challenged by conflict with his/her personal, family, political, economic or other interests.

PIN staff must not use his/her working position to achieve personal profit or benefit and have to avoid any situation where personal interests could be in conflict with the interests of PIN. Basic principles and relevant procedures to prevent such situations are outlined in the separate *PIN Conflict of Interest Policy*.

## **No sexual exploitation or abuse**

PIN staff must not abuse anyone either physically (and in particular must not use violence or sexual aggression) or mentally (in particular through bullying, abuse of power or harassment).

PIN staff must reject behaviour that exploits other people's vulnerabilities in the widest possible sense (sexual, economic, social, etc.). This includes the exchange of goods, services or other benefits for sexual acts, including the use of sexual services in the course of work.

A sexual relationship between a PIN staff member and a beneficiary is likely to be based on inherently unequal power dynamics and may undermine the credibility of PIN and its work. As such, PIN considers it unacceptable.

No sexual relationship with a child is acceptable for PIN staff. Age of consent for sexual intercourse is usually defined by law of every country. In cases where there is no minimum legal age for sexual intercourse in the country's legal code, sexual intercourse with persons below the age of 18 is not acceptable. An overestimation of a child's age is not an excuse.

## **No bullying, harassment, discrimination, intimidation or abuse**

Actions of PIN staff should be fair and honest. All people have to be treated with dignity and respect and PIN staff must never engage in any humiliating, degrading or exploitative behaviour.

Any form of physical violence - unless in self-defence – is unacceptable and will lead to immediate dismissal.

The use of inappropriate, violent or offensive language in oral or written form towards others is not acceptable.

## **Responsibility towards PIN assets, resources or information**

PIN staff are expected to use PIN assets, (financial and other resources) in a responsible and accountable manner, following all relevant PIN policies and procedures.

PIN equipment must not be used for any illegal activity, including any form of harassment, intimidation or degrading activities or comments.

Any entrusted project goods and services must be used in an appropriate manner. Causing damage intentionally or through gross negligence to any property of PIN or to any property directly connected with the work of PIN is unacceptable.

Any private or confidential information related to PIN's work must not be shared outside the organization verbally, in written form, through media, social networks or otherwise, unless legally required to do so.

The handling and protection of personal data is governed by a separate *PIN Data Protection Policy*. PIN staff undertake to handle personal data in accordance with this Policy.

## **Responsibility towards one's health, safety and security and of those you manage**

PIN staff are required to comply with the safety regulations in force in their country of operation and to act in accordance with the internal rules of individual PIN departments governing health and safety at work.

PIN staff have to behave in ways that avoids unnecessary risks to the health, safety and security of themselves, of their team members, and of those whom they manage. The same attitude must be practiced towards partner organizations and PIN beneficiaries.

## **Obligation to report all breaches of PIN Code of Conduct**

Incidents, concerns or suspicions regarding any breaches of this *Code* and Key Policies must be brought to the attention of the relevant senior manager.

No false or malicious accusations in relation to the *Code* are acceptable.

All information about breaches of the *Code* must be handled with the utmost discretion in line with the *PIN Whistleblowing Policy*.

If a staff member is still unsure about the nature of the problem, he/she can request advice from his/her supervisor, consult department management, or directly contact the organisation's management, or report the problem by sending an e-mail to: [report@peopleinneed.cz](mailto:report@peopleinneed.cz)

## **BASIC PRINCIPLES OF INVESTIGATION**

The reaction to a complaint or report shall result in a confidential, sensitive, thorough and prompt investigation. Such an investigation may either result in the reduction of concern or in further action(s) outlined in this document as appropriate.

The subject of the complaint must have an opportunity to explain and/or reply to the allegations before any disciplinary action is taken.

The complainant and the subject of the complaint will be protected against any form of intimidation, threats, reprisal or retaliation resulting from the alleged incident. If any PIN staff member is found intimidating or retaliating against a complainant or a person assisting in an investigation, disciplinary action - up to and including dismissal - will be imposed.

All information related to the case will be held in strict confidence and might be disclosed only on a need-to-know basis.

Any intentionally false or malicious statements or accusations against another staff member or third party will be considered as gross misconduct.

All concerns about breaches of these standards of conduct expressed either by PIN staff, associates or beneficiaries must be recorded and securely filed.

In the event of an allegation of a criminal offence, the concerned individual should be informed that, in addition to disciplinary action, the case may be reported to appropriate legal authorities for further investigation.

## **PIN RESPONSE TO BREACHES**

In cases of substantial breaches of the *PIN Code of Conduct* and *Key PIN Policies*, PIN will take immediate and appropriate action and will support the needs of those affected. In relation to the persons violating the *Code*, these may include, in particular, measures leading to termination of the contract.

Depending on the nature and circumstances of the case, PIN may engage the competent authorities to ensure the protection of the PIN staff member, beneficiary, or other person involved.

## **MONITORING AND REVIEW**

PIN reviews the implementation of this policy on annual basis to maintain its consistent reflection of good practice, and learning from changing and evolving environment.

V1.2

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