



Help

Hilfe zur Selbsthilfe

Help – Hilfe zur Selbsthilfe

Implementation Manual Chapter x.x.

General Code of Conduct

Final Version V 1.1 as of 20.01.2017

Effective Date: 15.02.2017

Preamble

This General Code of Conduct is based on the corporate values and principles of action of “Help – Hilfe zur Selbsthilfe e.V.” as stipulated in the statutes of the association. As a principle framework for the Help Code of Conduct, Help acknowledges and validates the “VENRO Code of Conduct on transparency, organisational management and monitoring”, commits to the principles set out in the code and recognises these as binding. VENRO is the federal association of development policy non-governmental organisations in Germany. Help possesses full membership to this association.

The VENRO Code of Conduct provides binding guidelines for ensuring the quality and transparency of NGO work and formulates principles regarding organisational management, communication, operational management and impact monitoring, and also standards for their implementation.

Scope

The Help General Code of Conduct applies to all Help national and international staff, volunteers, consultants, and other individuals representing the organisation if not otherwise specified in its single components.

Principles and Standards

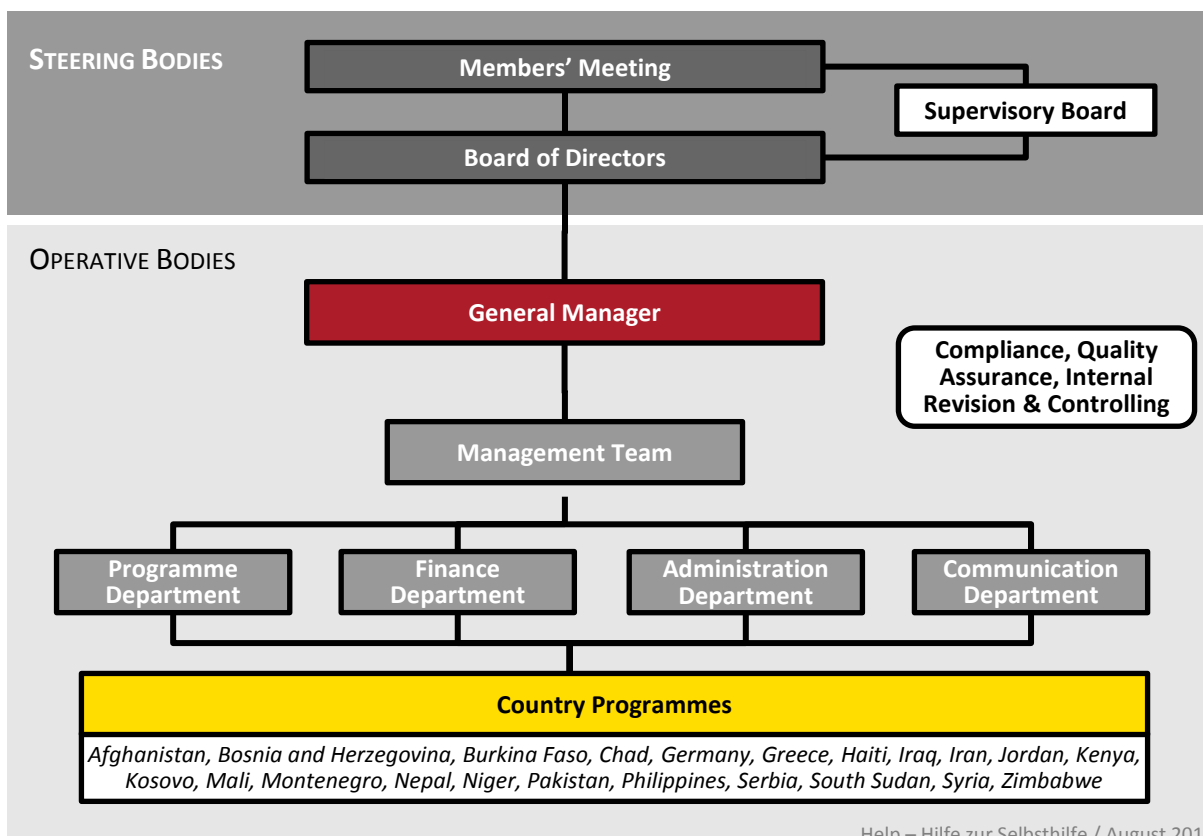
In line with the objective to ensure the quality and transparency of our work, Help commits to the following key principles and standards as detailed in the VENRO Code of Conduct on transparency, organisational management and monitoring:

Organisational Management

As a principle of organisational management the composition, tasks, areas of responsibility and decision-making powers of the organisational bodies arise from the statutes of the organisation and are clearly defined.

Help is a registered non-profit association. Its organisational bodies are the “Members’ Meeting”, the “Supervisory Board” and the “Board of Directors”. The Members’ Meeting is the highest decision-making and supervisory body. It elects the Supervisory Board and the Board of Directors. The Board of Directors is responsible for the management of the organisation. It appoints, supervises and controls the General Manager. The Supervisory Board supervises and controls the Board of Directors and is not involved in operative matters. The composition, tasks, areas of responsibilities and decision-making powers of these organisational bodies are stipulated in Help’s articles of association.

Help Organisational Chart



Communication

As a principle of communication Help commits to open, truthful and comprehensive accountability regarding our work, activities, finances and structures through clear, transparent and consistent communication towards donors, beneficiaries, media, politicians, supporters, the general public and all other relevant stakeholders. Fundraising activities with regard to Help's humanitarian assistance and development cooperation are undertaken in a professional, qualified and ethically sound manner. An annual report in compliance with the corresponding standards stipulated in the VENRO Codex is published covering reports on Help's activities and finances and including information about our organisational structure, reports of Help's organisational bodies as well as about working approaches and applied methods.

Operational Management

As per principles set out in the VENRO Codex Help takes responsibility and is accountable for using funds in a target-oriented, purposeful and diligent manner, and only using them to carry out our activities at the required scope. Help commits to maintain advertising and administration expenses within a reasonable range. Fighting corruption as a hindrance to development is a major commitment, our standards for the prevention of and fight against corruption are regulated within the Help Anti-Fraud and Anti-Corruption Policy. The Help Whistleblowing Policy and the Help Complaint Policy provide for guidelines also with reference to reporting suspicion of or actual fraud or corruption cases internally and externally.

Help also commits to implement effective planning, management and control mechanisms to secure the efficient use of funds. This includes, but is not limited to, the application of stringent finance procedures and regulations and guidelines for financial accounting as well as for procurement. Help applies an internal system for the remuneration of headquarter and international employees based on qualification, level of responsibility and location criteria – the guiding reference being the pay grades for German public service employees with adjustments commensurate to the non-profit sector. Consultants are contracted based on the procurement procedures for services as stipulated in Help's Procurement Manual.

The financial reporting system and the annual accounts comply with recognized transparency standards and legal requirements and are audited annually by an independent certified audit company.

Outcome and Impact Orientation

Help commits to outcome and impact-oriented work methods which means that we strive to work towards describing the intended outcome and impact, monitor and analyse outcomes and impacts that have been achieved wherever the nature of and means available for our projects allow to do so. Where we work with local partners, we foster and encourage the application of this approach. To apply lessons learnt from our experience is one essential aspect for a continual improvement in our efforts to assist affected people in need.

Guidelines and tools aiming at assuring quality and an improvement of our field operations are continuously being developed. These all feed into the Help Implementation Manual.

Help Code of Conduct

The Help Code of Conduct comprises the following components:

- **General Code of Conduct**

The General Code of Conduct affirms Help's commitment to the VENRO Code of Conduct on transparency, organisational management and monitoring and provides Help specific concretisation of the Code's key principles.

- **Code of Conduct – Anti-Fraud and Anti-Corruption Policy and Regulations**

The Anti-Fraud and Anti-Corruption Policy contains principles that promote anti-corrupt behaviour and guidance on how to handle corruption, should it occur.

- **Code of Conduct – Policy Prevention of and Response to Sexual Exploitation Policy**

The PSEA Policy is based on, acknowledges and validates the 6 core principles of the Inter-Agency Standing Committee on Protection from Sexual Exploitation and Abuse in Humanitarian Crisis. It provides procedures to handle and respond to allegations.

- **Code of Conduct – Whistleblowing Policy and Procedures**

The Whistleblowing Policy provides regulations and guidance for Help staff and volunteers who wish to raise concerns about malpractice or misconduct within the organization. This implies concerns regarding non-compliance with this accountability framework.

- **Code of Conduct – Complaints Policy and Procedures**

This policy refers to external complaints and feedback coming from the affected population and beneficiaries of our projects as well as from other external stakeholders. Help's international operations and staff must comply with this Accountability Framework. The Complaints Policy provides guidance and regulations on how to manage and respond to complaints and feedback regarding non-compliance. Minimum requirements for the complaints and feedback handling are defined.

- **Code of Conduct for Help staff (in preparation¹)**

The Code of Conduct for Help staff summarizes the essentials of the above mentioned policies and details further aspects related to expected attitudes and behaviours. It also states the consequences of engaging in conduct that breaches the Code of Conduct for Help Staff. This document is part of all employment and consultancy contracts and has to be signed for receipt and acknowledgement. In country programmes where Internal Rules and Regulations are required by national law, the Code of Conduct for Staff may be replaced by another document. However, the corresponding Country Directors are responsible to ensure that such document represents the same rules and regulations and that it contains an affirmative statement that all staff have to sign.

- **Code of Conduct for Contractors: Ethical Principles and Standards**

This Code of Conduct defines the ethical requirements and standards for Help's contractors, whom we expect to sign and respect the code, and work actively towards the implementation thereof. By signing the Code of Conduct contractors agree to place ethics central to their business activities.

Further components will be added as required. All documents of the Code of Conduct will be regularly reviewed and revised as necessary.

External key standards and codes that Help subscribes to

- The Core Humanitarian Standards (CHS)²
- The Code of Conduct for International Red Cross and Red Crescent movement and NGOs in Disaster Relief³
- The Sphere Humanitarian Charter and Minimum Standards for Disaster Relief⁴
- VENRO Code of Conduct on transparency, organisational management and monitoring⁵
- VENRO Code of Conduct for Children's Rights: Protecting children against abuse and exploitation in development co-operation and humanitarian aid⁶
- VENRO Code of Conduct for Development-Related Public Relations⁷

¹ The Code of Conduct for Staff is in preparation. It will be disseminated and introduced after finalization and management approval. This General Code of Conduct will be updated accordingly.

² <http://www.corehumanitarianstandard.org>

³ <https://www.icrc.org/eng/assets/files/publications/icrc-002-1067.pdf>

⁴ <http://www.sphereproject.org>

⁵ http://venro.org/uploads/tx_igpublikationen/VENRO-Code_of_Conduct_Transparency_Organisational_Management.pdf

⁶ http://venro.org/uploads/tx_igpublikationen/VENRO_Code_of_Conduct_Child_Rights.pdf

⁷ http://venro.org/uploads/tx_igpublikationen/VENRO_Code_of_Conduct_Development_related_Public_Relations.pdf