

Code of Conduct (CoC)

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Approved on:	Revised on:

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The aim of this Code of Conduct (CoC) is to give clear guidance and set out standards of behaviour expected of horizont3000 from staff and associated personnel and which behaviour is unacceptable.

We are highly committed to creating and maintaining an environment where children, disadvantaged adults, staff and associated personnel feel safe, respected and protected. We respect the principle to “Do no Harm”.

Staff and associated personnel are expected to uphold the dignity of all persons with whom they come into contact, whether during or outside of working hours. They should never abuse their power over others, nor act in a way that results in harm, or places people at risk of harm.

horizont3000 does not tolerate any misuse of power or harm including sexual exploitation, abuse, and harassment, bullying and neglect by contracted staff and associated personnel. Hence any such misconduct will lead to a disciplinary process, initiation of disciplinary measures, possibly involving the termination of the contract or even legal actions, if the seriousness of the case demands it. Violence, sexual exploitation abuse harassment constitute gross misconduct and are grounds for dismissal.

This CoC however also serves to safeguard staff and associated personnel from any fabricated accusations.

All staff and associated personnel are required to sign this document and will be held accountable for non-compliance.

If there is uncertainty, whether an action or behaviour violates the safeguarding policy or this CoC, staff and associated personnel should consult with the safeguarding officer in Austria, the RCO safeguarding officers or the managing director (as overall responsible person for safeguarding within horizont3000).

Declaration of Commitment

I, the undersigned **FIRST NAME LAST NAME**

- declare that I have carefully read and understood the safeguarding policy and the code of conduct and have discussed its contents with my direct superior in order to fully understand the implementation with regard to my role and according to my responsibilities. I hereby commit to be aware of and agree to work in accordance with it.
- Acknowledge to respect the criminal code that is applicable for the country I am citizen of and where I am working in”.
- agree to contribute to creating a safe, non-violent and respectful environment and take responsibly to promote the protection of children, disadvantaged adults and my colleagues.
- declare that I do not have any criminal records regarding an offence towards a child or an adult. I agree, that horizont3000 reserves the right to inform other organisations, applying for professional reference about serious violations of children and adults, after official consent and/or within the legislative framework applicable to the protection of data and information.
- will respond immediately to any concerns, allegations or incidents within the scope of this safeguarding policy and bring them to the attention of the responsible contact points immediately.
- will comply with safeguarding investigations and to make any necessary information available.
- am aware that disciplinary actions can be taken against me in case of intentional false or malicious accusations proven after investigation.
- am aware that any breach of the safeguarding policy and this CoC may result in disciplinary measures or judicial proceedings.

Date, Signature

Uphold core values: respect, dignity, accountability and equality

In this respect I will:

- provide fair treatment to all people, promoting a positive, inclusive and safe environment.
- treat all persons with respect, regardless of their personal characteristic/status (this includes but is not limited to age, origin, ethnicity, socio economic status, religion/religious beliefs/ or none, gender identity, sexual orientation, physical and cognitive abilities) and empower them.
- respect the inherent dignity, individual autonomy and independence of any person as well as promote equality, live inclusion and do the utmost to support a safe work place for all.
- seek to care for and protect the rights of all persons particularly children.
- respect the person's opinions and concerns and enable participation in all matters concerning them according to their age and maturity so as to facilitate informed decision making.
- act as role model and set good example (e.g., showing respect, avoid smoking or drinking in front of children ...).
- take a strong stand against any harm towards disadvantaged persons, especially children.
- abide by the laws, customs and traditions of the country in which I reside or I visit, provided that they do not threaten or violate human rights. In no case can behaviours that put at risk, threaten or violate the rights of children and adults be justified in socio-cultural customs or traditions.
- seek to understand the challenging experiences that persons attending projects and programmes have faced and survived as well as the disadvantaged position they might be in, on the basis of their personal characteristic/ status (this includes but is not limited to age, origin, ethnicity, socio economic status, religion/religious beliefs/or none, gender identity, sexual orientation, physical and cognitive abilities).

In this respect I will NOT:

- exercise or cover up any form of violence, abuse the power and influence that I have by virtue of my position over the lives and well-being of children, vulnerable adults, horizont3000 project partners and colleagues.
- discriminate against, favour or exclude particular persons, instead give fair attention to all, even those who are more challenging to communicate with.
- make unfulfillable promises (like being always there or keeping a secret).
- discriminate against my colleagues, children and partners grounds of age, origin, ethnicity, socio economic status, religion/religious beliefs/ or none, gender identity, sexual orientation, physical and cognitive abilities, colour, language, political or other opinion, nationality, pregnancy or HIV status.
- cover up or ignore the responsibility to report situations that threaten or violate the rights and dignity of children, vulnerable adults and work colleagues.

Ensure Communication

In this respect I will:

- communicate in a sensitive and power-sensitive manner.
- commit to create and maintain work settings where open, error-tolerant communication, reflection and mutual constructive feedback is possible.
- respect my colleagues' privacy and avoid misinformation and gossip.
- respect my personal boundaries and clearly show and/or communicate them.
- commit to create and support a culture where boundary violations can be addressed and where there is a willingness to learn from this together.
- treat children, disadvantaged adults and colleagues with appreciation and respect their individual boundaries/ privacy.
- make sure to be dressed appropriately for my tasks and role.
- ensure my body language is appropriate for the workplace.

In this respect I will NOT:

- use disrespectful and shaming language with children, disadvantaged adults and colleagues.
- insult and belittle children, disadvantaged adults and colleagues.
- resolve conflict with violent communication and behaviours.

Prevent, oppose and combat all exploitation of children and adults including Gender-Based Violence (GBV), Abuse, Racist and Sexist Discriminations

In this respect I will:

- commit to create awareness on safeguarding and promote the implementation of the safeguarding policy and annexes, corresponding to my work and role.
- refrain from any sexist, discriminatory, racist, humiliating (non-verbal or verbal) or exploitative behaviour.
- avoid any behaviour or communication that humiliates, shames, belittles or embarrasses children, disadvantaged adults and colleagues.
- watch what I say and how I say it, avoid inappropriate topics, phrases and expressions (humiliating, shaming, belittling or degrading, harassing, making unpleasant or over repeated jokes about a person, curses, inappropriate wordings, ...).
- behave in a respectful and transparent way, especially in the case of physical contact, and communicate it comprehensibly.
- deal responsibly with the position as a natural (because adult) authority figure or, if necessary, as a person of trust.
- refrain from any form of threat and use of physical or psychological force to discipline.
- will ask for consent (or parental consent) to touch the concerned body parts (e.g., bathing, changing, washing, giving medical treatment ...), in case my work requires to

be in physical contact with adults and children (including babies). If necessary, I leave the room or turn away.

- respect personal boundaries, encourage and support people, especially children to show their boundaries and to state which behaviour or attitudes they do not like.
- keep professional distance and offer e.g., less physical greeting/ goodbye rituals (high five, patting shoulders instead of a tight hug...), even if a person looks for physical contact.
- keep in mind that children find separations difficult and seek to maintain a bond that is not too close with them.
- support existing bonds with local persons of trust.
- respect privacy and confidentiality.
- keep in mind that children cannot give informed consent to sexual relationships.
- keep in mind that it might be that persons with disabilities cannot give consent to sexual relationships without prior clarification and information.

In this respect I will NOT:

- engage in or tolerate any form of harassment in the workplace, including sexual harassment and abuse of power.
- have contact with children or disadvantaged adults, participating in projects and programmes, outside of work hours, if necessary, I will obtain permission from the partner organisation/ horizont3000, and if with a child or adult in care, the permission of the legal guardian.
- spend time alone with children or disadvantaged adults, participating in projects and programmes. Where this is not possible, I will ensure that someone is nearby.
- have unnecessary physical contact or show any kind of behaviour that may be considered inappropriate with children and disadvantaged adults.
- invite children and/or disadvantaged adults, participating in projects and programmes, to my home and/ or stay overnight, unless they are at immediate risk of injury or in physical danger. Then I must immediately inform my superior and one of the safeguarding contact points. I will also try to not being alone with the person for an excessive time.
- sleep in the same room or bed with children or disadvantaged adults unless absolutely necessary (in crisis or emergency situations). I will then immediately inform my superior and one of the safeguarding contact points. I will also try to not being alone with the person for an excessive time.
- observe, photograph or film any person in an undressed state, except for medical or nursing documentation purposes with the express permission of the person or legal representative and preferably applying the “two-adult-rule” (this means that another adult should be present or easily reachable nearby).
- contact children via their personal contact details (social media or any other channel), but I use the contact of their parents or official guardians. Preferably I will use work equipment (phone, Email ...) for contacting them.
- do anything for children or disadvantage adults that they can do themselves (toilet, personal hygiene, eating, communication...).
- enter children's or disadvantaged adults' rooms (bedrooms, washrooms...) without prior notice (knocking).
- spiritually abuse children, disadvantaged adults and colleagues. This means I will not use spiritual or religious beliefs to hurt, scare or control any person, forcing anyone to participate in spiritual religious practices. I will neither use a person's spiritual beliefs to manipulate, dominate or control the person.

- exploit children, disadvantaged adults or colleagues for their labour (e.g., casual labourers, domestic servants).
- give or allow children illegal drugs, alcohol and cigarettes.
- hit or physically assault or abuse children, disadvantaged adults and colleagues.
- stay in hotels or other accommodations or go to places where sexual exploitation is known to take place.
- allow or engage in inappropriate touching, this includes tickling children and babies.
- make sexually suggestive comments.
- flirt with children and disadvantaged adults.
- stare or leering at a person's body.
- demand physical contact or closeness (hold, kiss, cuddle, fondle, tickle or touch).
- engage in sexual activity or develop a sexual relationship with disadvantaged adults or children, regardless of consent or local custom or law. A mistaken belief in the age of a child is not a defence. Should I be in or develop a sexual relationship with a disadvantaged adult, I will immediately inform the direct superior, the safeguarding officer or the safeguarding officer Austria of the relationship.²
- marry a person below the age of 18, regardless of consent, local custom or law.
- exploit children, disadvantaged adults or colleagues for sexual purposes (e.g., prostitution) or trafficking.
- offer or exchange money, employment, goods or services in exchange for sex, including sexual favours or other forms of humiliation, degradation or exploitation.
- use goods or other assistance to which persons in care are entitled as a means of exerting pressure to achieve self-interests aimed at sexual acts or other abuses of power.
- promise or threat, concerning employment or conditions in exchange for sexual favours.
- exploit or harass children, disadvantaged adults and colleagues by using social media, mobile phones, computers, video cameras.
- access exploitation or illegal material of children and adults through any medium.

Code of Conduct on Images and Stories

Whenever I produce any material for communications I will

- follow the BOND Ethical guidelines for collection and use of content (images and stories)³.
- obtain informed consent (either by the person or the legal guardian) for the use of the material as described in the BOND guidelines. Note: It is not a must to get evidence as BOND suggests (in signed form, by recording verbal consent or completing a consent app), but in verbal consent.

Reporting Obligation

If there is a suspect/ concern/observation/incident, that breaches the safeguarding policy and this CoC, either I personally experienced and/or observed, was informed about or heard of

I will

- immediately report through established safeguarding contact points (see safeguarding policy chapter 5.4.2), if violence is observed and if sexual exploitation, abuse and harassment is suspected/observed. For other concerns and complaints, I will inform within 24 hours.
- If the victim/survivor wants to talk more about the incident:
 - ask open questions, let them explain in their own words and listen attentively
 - repeat what was understood to avoid misunderstandings
 - assume that the truth is being told
 - take the person seriously, validate all their emotions, feelings and concerns
 - reassure the person that she:he can talk about it and that she:he is not to blame
 - record what has been told (see complaint mechanism and reporting form) and explain to the person how to proceed

I will NOT

- investigate by myself!
- promise anything that cannot be kept (e.g., keep what is told a secret).
- inform the subject of complaint (SoC) (under any circumstances).
- inform any other member of staff or partners who are not safeguarding contact points.
- trivialise what has been said.
- interrupt the person while narrating.
- urge the person to remember the events.
- ask unnecessary, suggestive or why questions.
- speak out assumptions.
- blame the alleged victim/survivor.
- ask them to undress to show injuries or accept that the person undresses.
- ridicule or shame the person.
- take any arbitrary steps to question witnesses, or to confront persons.
- do not involve third parties and do not take it on myself to report observations to the authorities.