



Great Family Organization

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Codes of Conduct, Functional and Professional Behaviors

Developed for 2019



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Introduction:

In response to the directives of the Board of Directors of GFO organization, the Executive Director decided to work for improving the provision of humanitarian services and reducing routines of work by focusing on human resource development and attention to the human being as the real wealth of development because of human's great ability to meet challenges and act upon achievements. The human is the main and direct engine of the services provided by **GFO** organization. It is based on the practices of integrity, transparency, anti-corruption and commitment to code of conducts and professional moral, which is a basic complement, important and interrelated with the projects programs supported by the donor of UN agencies benefactors and NGOs. Which need fair and transparent mechanism for the appointment of competencies, training and development, and development of a modern basis for evaluation of job planning and improving humanitarian services to the community beneficiary's status.

Preamble:

The Code of conduct and is a detailed reference in an integrated framework that has collected many behavioral standards and morals for humanitarian workers. The management of the GFO organization has organized and assembled them into one unit that humanitarian workers can deal with in a higher sense of responsibility towards the beneficiaries in the community. The GFO organization witnessed a remarkable development since its establishment in the past years, in light of the increasing need of communities for humanitarian assistance due to disasters and wars, which called for expanding the tasks and powers granted to staff working in humanitarian aid. The foundations of dealing with service recipients, managers, colleagues and subordinates, and the need to preserve the

funds of public donors and their properties in order to accomplish the target community properly, indicating at the same time their rights and duties.

Basic Principles

The members of community perform a basic roles and whatever is in line with fundamental principles and behavior explicitly or implicitly stated that many organizations working in the field of humanitarian assistance have similar roles in the basic beliefs that guarantee their success in this field.

Chapter (I)

Codes of Conduct, Functional and Professional Behaviors

Article (1): This code is called the rules of conduct and professional behavior for workers in humanitarian field, and entered in to force from the date of approval of the Board of Directors of the GFO organization.

Article (2): Definitions

The definitions contained in the Labor Office and HAC systems and shall be entered in to the force and applicable to the objectives of this Code of conducts and professional behaviors of GFO organization.

Article (3): The provisions of this Code Conducts:

1. The provisions of this Code shall apply to all staff members of GFO organization.
2. Each new employee must, prior to his commencement, sign a document committing himself to this Code, and a copy of this undertaking shall be kept in his job file at HR level.
3. This Code is based on the principles of justice, equality of opportunity, transparency, accountability, professional integrity, impartiality, determination to fulfill the mission and objectives of GFO organization, responsibility and adherence to the provisions of this Code.



4. This Code is based on the principles of self-development for the promotion of humanitarian services and the service of others, taking into account the balance between individual concerns and collective concerns, and based on the provision of broad services to the target communities in general.
5. Any violation of the provisions of this Code shall require accountability and the necessary disciplinary measures and penalties in accordance with the provisions of this Law.

Article (4): Objectives of the Code of Conducts:

1. Establish ethical standards, rules and basic principles of ethics in the field of humanitarian work.
2. To develop and promote commitment to values and a high professional culture among humanitarian workers.
3. Establishing the basics of good practices by educating employees about humanitarian work and guiding them towards the proper functional ethics and self-discipline frameworks that govern the course of work and are in harmony with the laws and regulations in force and their duties and responsibilities and their role in improving human services and enhancing their credibility.
4. To enhance the trust of the targeted beneficiaries and recipients of humanitarian services and to gain the trust, respect and appreciation of the HAC, donors and relevant government agencies for the role of the GFO organization in providing services in the best possible way and ensuring the continuity of support and assistance significantly.

Article (5): Duties and Responsibilities of the Humanitarian Worker

► **The duties and responsibilities of the humanitarian worker are:**

1. Perform his duties and tasks assigned to him actively taking into account the honesty, integrity, accuracy, professionalism and impartiality to the maximum potential, and work to serve the goals and objectives of GFO organization and achieve its interests.
2. Ensuring knowledge and familiarity with the laws and regulations of GFO organization and applying them without any excess, violation or negligence.



3. Allocation of official working hours to carry out his duties and duties, and not to undertake any activities that are not related to his official duties such as access to the Internet, YouTube and games during official working hours.
4. To improve his performance and develop his professional abilities and to know the latest developments in the field of work and the work of the department that works for , and to submit proposals that will improve working methods and raise the level of performance in the section, and help in providing a safe and healthy working environment.
5. Abstain from any actions, practices or acts that violate morals and proper conduct, and refrain from insulting or inciting against the right views or religious beliefs of others within or outside GFO organization.
6. Facilitate the investigation and inspection procedures carried out by the competent authorities, such as the internal or external auditor, by all possible means, and provide information and respond to inquiries in the possession of the managers and auditors of the investigation and inspection tasks, in accordance with the laws and regulations in force in GFO Organization and the directives of HAC.
7. No harm or damage to the work or job where the other employees may not incite to organize collective objections related to the job or participate in the organization of incitement to work to achieve benefits from the server, whatever the reasons and motives, and abide by the methods of grievance to follow.
8. 8. To fulfill all financial dues incurred by the Organization in accordance with laws and regulations without delay or procrastination.

Chapter (2)

Dealing with beneficiaries, stakeholders, Employees, Managers, Supervisors and partners

Article (6) Dealing with beneficiaries, stakeholders and partners, the employee has to follow:

1. Respects rights and interests without exception, and treat them with respect, good manners, politeness, impartiality, neutrality and objectivity without discrimination on the basis of race, gender, religious belief, social status, age, physical status or any form of discrimination.



2. Work to gain the confidence of beneficiaries, stakeholders and partners through the application of the element of integrity, responsiveness and proper behavior in all actions in accordance with the laws, regulations and instructions of the profession and the job
3. Responding to the inquiries and complaints of beneficiaries, stakeholders and partners with accuracy, objectivity and speed, and indicating the reasons in case of non-approval or delay in their transactions.
4. Provide the required information, beneficiaries, stakeholders and partners, with respect to the work and activities of GFO Organization, accurately and expeditiously without deceit or deception in accordance with its legislation.
5. Giving priority, and care to disabilities people with special needs and weak companions and providing them with help and assistance.
6. Dealing with documents and personal information relating to individuals who deal with GFO organization as beneficiaries, stakeholders and partners in accordance with the laws and regulations in force, and not to exploit this information for personal purposes.
7. Refrain from any action that negatively affects the trust of the public, beneficiaries, stakeholders and partners.

► Dealing with the heads of GFO organization, managers and supervisors, the employee has to:

1. Obligation to execute the orders of its superiors, directors, directives and instructions according to the chain of command of the administrative, unless such orders and instructions violate the laws and the laws of the job. The employee shall refuse to execute them if the violation thereof constitutes a violation or wrong or felony punishable under the Penal Code or any other applicable legislation.
2. To deal with the heads of work, managers and supervisors with respect and not to attempt to gain any preferential treatment through methods of smooth talk or deception or through modesty and favoritism.
3. Not to deceive or sheet the heads of work, managers and supervisors, and to avoid doing from concealing information related to his work in order to influence the decisions taken or obstructing the work process. He must cooperate with them and



provide them with the opinion, advice and experience he possesses with all objectivity and sincerity.

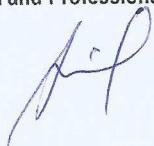
4. Informing the heads of work or managers or supervisors of any excess or violation or difficulties encountered in the field of work and to inform the new direct boss in full and accurate on the subjects and documents, including outstanding matters, to ensure continuity of work.

In the area of dealing with colleagues, the employee has to:

1. Maintain respect, and honesty with colleagues, maintain friendly relations with them, without discrimination, respect their privacy and refrain from exploiting any information related to their private lives with the intent to harm one.
2. To cooperate with colleagues and share their views with professionalism and objectivity and to provide assistance whenever possible to solve the problems they face in the field of work, and to promote the dissemination of positive attitudes among colleagues to help improve the performance of humanitarian work and improve the working environment and deepen the sound institutional culture in GFO organization.
3. Discipline for any immoral behavior, practices or acts that violate public morals and proper conduct, respect for women as a colleague, and a partner in employment as applied in GFO organization.

► **In the area of dealing with managers or supervisor , those they should:**

1. Develop the capabilities of his staff and help them and motivate them to improve their performance, and be a good example of subordinates to work in compliance with the laws and regulations and instructions in force.
2. Transfer the knowledge and experience gained by the subordinates and encourage them to increase the exchange of information and the transfer of knowledge among them.
3. Supervising and questioning their subordinates for their work, evaluating their performance objectively and impartially, and seeking to provide them with training and development opportunities in accordance with the relevant regulations and policies of GFO Organization.
4. Rejection of any pressures from a third party leading to preferential treatment of the subordinate.



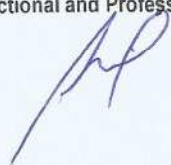
5. Respecting the rights of subordinates and cooperating with them in high professionalism without favoritism or discrimination.
6. The obligation to be directed to his subordinates in writing if he receives a written notice from his subordinates that his orders or directions issued are contrary to the laws and regulations in force in GFO organization.

Article (7): To maintain the confidentiality and methods of disclosure of information, the employee must implement the following:

1. It is prohibited to disclose the official information, and documents that have been obtained or seen during the performance of his job whether in writing, orally or electronically, and issued special instructions, decisions or legislations concerning their confidentiality, or should remain confidential by their nature, Shall have the written consent of the Executive Director or his authorized representative.
2. Avoid doing to make any comment, statement or intervention relating to subjects that are still under study or deliberation with others.
3. Notify the Executive Director if he is required to testify in the courts in a manner consistent with the laws and regulations in force in the Organization.
4. Disclose fully and accurately all official information that must be disclosed by virtue / morally of his job.

Article 8: Acceptance or request of gifts, privileges and other benefits:

1. Not accepting or requesting any gifts, hospitality or other benefits of any kind, whether direct or indirect, may have a direct or indirect effect on the employee in carrying out his functions or that may influence his decisions, to commit to something in return for their acceptance.
2. Where an employee is in a situation where he cannot refuse gifts, hospitality or other benefits not applicable to the situations in paragraph **(1) of Article VIII**, or when he believes that the acceptance of certain types of hospitality will benefit the institution, The direct manager shall inform the employee in writing whether gifts, hospitality or other benefits should be rejected or retained by GFO organization, donated to a charity, disposed of or retained by the employee concerned, respecting for culture and values And the customs of the communities in which GFO organization operates.

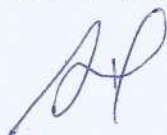


Article 9: Conflict of Interest Policy:

► The Employee shall abide by the following:

1. Refrain from carrying out any activity that would lead to a real or apparent conflict or conflict between his personal interests on the one hand and his responsibilities and functions on the other.
2. Refrain from carrying out any activity that is not commensurate with his objective and impartial performance, or which may lead to preferential treatment of natural or legal persons in their dealings, harms the reputation of his organization or risk their relationship with partners.
3. Inform his immediate superior immediately and in writing if his interests conflict with any person in his dealings, or if the conflict arises between the personal interest and the public interest, or the employee is subjected to pressures that contradict his official duties or raises doubts about the objectivity to be dealt with Clarify the nature of the relationship and how to conflict, and the direct manager to take the necessary action. In all cases, the public interest must be taken into consideration when dealing with this conflict.
4. Not to use his job directly or indirectly for financial gain or anything of value to his family,
5. Not to exploit or utilize the information obtained during the performance of his official duties and after the end of his work in GFO Organization, as a means of achieving personal benefits to himself or others directly or indirectly, or to abuse others and not to disclose information to give unfair or unreasonable privilege to other parties .
6. The necessary approvals and negotiations shall be obtained in accordance with the relevant laws and regulations if they wish to participate in the fund-raising process or in-kind contributions or contributions to charitable organizations. The direct manager may request the employee to curtail, modify or terminate the activities when he considers that it will result in conflict Real or apparent or potential interests.
7. Avoiding the establishment of close relations with individuals or institutions whose interests depend mainly on the decisions or decisions of GFO organization.

Article 10: Merit, merit, competitiveness and justice:

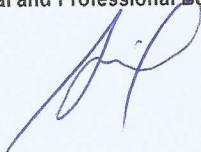


► **The employee shall perform the following:**

1. Take actions related to the selection, appointment, promotion, training, reward, evaluation, transfer, assignment or loan of employees, in a transparent and impartial manner, free of any considerations related to kinship, friendship or utilitarian concepts, and without any Discrimination based on gender, race, age or religion, and on the basis of the merit and competitiveness, and full compliance with the powers and procedures adopted.
2. Direct notification to the manager in writing of any violation of the laws, regulations and instructions in force during his work in the field of selection, appointment, promotion, training, performance evaluation and the like. The direct manager shall verify the validity of the communication and take the necessary measures with the concerned authorities to ensure correcting the situation in accordance with the laws, Intended.
3. To refrain permanently, either directly or indirectly, from any preferential treatment of any person through modesty and favoritism.

Article 11: Preservation of the property and property of GFO Organization and its interests:

- A. Preserving the property and property of GFO Organization and its interests, and not to neglect any of its rights and to report directly to the President of any excess on the property and property of GFO organization and for any negligence or conduct harming them.
- B. Not to use the property of GFO organization for special gain or to promote services for its own benefit or the benefit of a third party.
- C. **The employee who has been provided with a computer must consider the following:**
 - A. Take all necessary actions to maintain his computer in a good manner.
 - B. Not to download programs on the device only after reviewing the Department of Information Technology.
 - C. To maintain the confidentiality of the information on his device by using his password and by promising to disclose it to third parties.



- D. not to use the device for entertainment and not to download games and entertainment programs
- E. Not to enter the machines of others and try to get information from them.
- F. Use the device for the purpose of developing skills and abilities in a manner consistent with the interest of the work. Do not use the device to accomplish its personal work.
- G. Rationalize the use of printers wherever possible.

D. An employee who has access to the Internet should consider the following:

- a. Commitment to use it for work purposes, including the purpose of developing capabilities and skills related to the nature of his work and in the interest of work.
- b. To comply with the terms and conditions of the intellectual property rights of the files and programs and to comply with the terms of their license.
- c. Consult the information systems department immediately when observing any abnormalities during the use of the Internet.
- d. Not allowed to download texts and images that contain immoral, racist, extremist political views, incitement to violence or hatred, or any illegal activities.
- e. Do not download files that are not related to the nature of his work directly as video files and multimedia files, such as movies, songs, music and the like.

E. The employee to whom an e-mail address is allocated should observe the following:

- A. not to use e-mail to create and distribute messages that contain propaganda material, personal or immoral, or that contain extreme political views or racist comments about religious beliefs, practices, gender, age, race, A letter from any employee in this regard must be communicated directly to the Information Systems Unit.
- B. Do not resend messages that come with jokes, pictures, movie files, and large-size photos.



- C. Do not resend incoming messages that may contain viruses or files that may be suspected of being viruses, in which case the information systems unit must be used.
- D. Keep in mind that there is no privacy with respect to messages reaching or sending to any employee through the email system. The e-mail of any employee may be controlled by authorized personnel without prior notice.
- E. Do not open any anonymous or unexpected incoming messages, even if the message is from a person known to the employee as well as not opening or downloading any attached files whose source is suspected.
- F. Using e-mail to develop capabilities and skills according to business requirements.

Article 12: Employee's Rights to the Organization:

- G. clearly define the functions, responsibilities and expected accomplishments of the staff member;
- H. Dealing with the employee in all matters related to his career on the basis of merit, competitiveness and equal opportunities.
- I. Ensure good and safe working conditions and ensure that no discrimination is exercised against him at the workplace.
- J. Provide appropriate and continuous training opportunities to improve opportunities for advancement and career paths in accordance with the provisions of the Civil Service System or the Staff Regulations, as appropriate.
- K. To guarantee freedom of opinion and expression within the framework of the legal texts and in accordance with the provisions of this Code of conduct.
- L. To ensure his right to appeal or complain against any wrong decision taken against him and in accordance with the provisions of the Law

Article (13): General Provisions

- a) The Employee shall have access to this Code, its contents and compliance with its provisions.
- b) GFO Organization shall enable its employee to access this Code of conducts.
- c) Presidents and general managers are responsible for overseeing the implementation of this Code of conducts.



- d) Compliance with objectives Activities must be consistent with the objectives of GFO organization.
- e) Efficiency and effectiveness
- f) GFO organization's program must function efficiently and effectively to achieve its stated objectives.
- g) Feedback to GFO organization should regularly seek feedback from its program beneficiaries and others.
- h) **Professional:** The organization must practice its work professionally and based on the concept of service to others.
- i) **Evaluation:** Activities should be checked periodically to ensure their effectiveness and efficiency and the feasibility of continuing the programs of GFO Organization.
- j) **Expenses:** GFO organization must spend at least 65% of its expenses (including the cost of fundraising) on program activities and the optimal ratio is 80%.

وبالله التوفيق

Accepted by GFO's Executive Director

Signature: _____

[Handwritten Signature]

Date: 07 / 01 / 2019



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