

## Code of Professional Conduct

This Code of Conduct is based on Orienthelper e.V.'s professional standards, norms and core values. It describes the standards of responsible and professional conduct, which Orienthelper employees, board members, volunteers, project staff members, service providers and project partners (thereafter referred to as "we") are expected to respect and adhere to as they conduct work for the Orienthelper e.V. organization and its Lebanese implementing partner organization "Orienthelper".

The code of conduct forms the basis of Orienthelper e.V.'s commitment to providing humanitarian support in a professional, fair, and transparent manner.

### 1. RESPECT

#### 1.1 Humanity

As a member of the international community Orienthelper e.V. provides humanitarian aid that is not a partisan or political act and should not be viewed or treated as such. We respect the human dignity and demonstrate this publicly in our work by avoiding to the best of our ability depictions that strengthen stereotypes and prejudices of our stakeholders and beneficiaries.

#### 1.2 Working with Partners, Colleagues and Others

We work together with our organizational colleagues, volunteers, project partners, stakeholders and beneficiaries in a fair and reliable manner and based on mutual respect and trust.

Our cooperation is founded on mutual respect and the rejection of bullying and sexual harassment.

We interact with our fellow colleagues, subordinates and superiors in an open, transparent and respectful way. Constructive feedback and conflict resolution are encouraged and appreciated especially in a timely and respectful manner.

#### 1.3 Public Image & Reputation

We are respectful of the work of Orienthelper e.V. and will not intentionally or wrongfully harm its public image and reputation.

#### 1.4 Right to Confidentiality

While we value openness and transparency throughout our work, in certain cases, some information must be protected in order to respect the rights of employees, project stakeholders, donors, partners or staff or our own organizational interests. This includes information such as:

- Information relating to the work of Orienthelper e.V., including details of certain organizational procedures or methods and financial data
- Information imparted by independent third parties under obligation of confidentiality
- Information relating to personal data of employees, project staff and beneficiaries
- Information relevant to the European Data Protections Law enacted on May 25, 2018

This confidential information must not be disclosed to others and may not be used for personal benefit.

When confidential information relating to the work of Orient helper e.V. must be disclosed in the course of the organization's work, all measures must be taken to protect its confidentiality.

Confidential information relating to others may only be disclosed with the approval of the person or entity involved. The obligation of confidentiality also applies after the termination of a work, service and partnership contract or Memorandum of Understanding.

## **2. ACCOUNTABILITY**

### 2.1 Accountability to our Donors and Project Beneficiaries

Orient helper e.V. is funded by private and public donors, private charity institutions and foundations. We hold ourselves accountable to donors and beneficiaries and to applying financial resources in a cost-efficient and responsible manner to achieve our project and organizational goals. We will closely monitor and report the impact of our work and the factors limiting or enhancing that impact.

### 2.2 Compliance with the Law

We fulfil our contractual agreements. We respect the laws in Germany and in our partner countries and are responsible to ensure this compliance and to secure legal assistance if needed.

## **3. INTEGRITY**

### 3.1 Publicity

We strive to describe our projects and impressions about the situation in the countries of implementation in a realistic, objective and truthful way.

### 3.2 Integrity of Project Activities

All the project activities in the name of Orient helper e.V. are provided in a professional, independent and impartial manner and in full compliance with Orient helper e.V.'s methods, practices and policies. We do not surrender to any pressure from others in our work to obtain or provide a favorable treatment in another area.

### 3.3 Integrity of Financial Records

All financial transactions relating to the work of Orient helper e.V. must be properly and accurately recorded. All records must be retained in accordance with applicable laws and Orient helper e.V. procedures.

## **4. FAIRNESS**

### 4.1 Impartiality

Our action is carried out based on need alone and by making no adverse distinction based on gender, marital status, skin color, religion or world view, culture, class, education, social origin, disability, age, sexual identity or nationality.

We do not take sides in hostilities or engage in controversies of political, racial, religious or ideological nature.

In the context of humanitarian support, we act independently from political, economic, military or other objectives that others may hold.

## **5. CONFLICTS OF INTEREST**

### 5.1 Active and Passive Bribery

It is not permissible – neither directly nor indirectly – to request, accept, offer, give bribes or arrange for bribes to be given.

### 5.2 Acceptance of Gifts and other Advantages

It is not permissible to accept gifts and other personal advantages from Orient helper e.V.'s employees, stakeholders, project partners and beneficiaries or other interested parties, unless these are one-time gifts of minor value and are within normal limits (up to a value of EUR 35/\$ 45).

Gifts, hospitality and entertainment must always be related to a genuine business purpose. They may not be intended to influence a decision or action and must be kept with what is socially acceptable and legally permissible.

It is not permissible to take personal advantage of a work opportunity for Orient helper e.V. or to give preference in the hiring/contracting process to a relative or close friend without a reasonable purpose and without obtaining prior consent from Orient helper e.V.

It is not permissible to use Orient helper e.V. property or resources for personal purposes without prior consent.

Facilitating cash payments must be minimized and avoided wherever possible. They may only be made if there is a clear entitlement to the action to be performed and must be accounted for and adhere to Orient helper e.V.'s procedures.

## **6. BUSINESS ETHICS**

### 6.1 Procurement

We conduct the procurement of goods and project activities based on a fair, transparent and impartial process to ensure efficiency and the best quality.

Where possible we will strengthen the local economy by purchasing local goods and project activities and partnering with local organizations.

### 6.2 Price and Delivery

We work with service providers and suppliers that provide prices of goods and project activities based on local market prices. Service providers/suppliers must ensure that goods and project activities are delivered on time and as requested by Orient helper e.V.

### 6.3 Health, Safety and Quality

We only work with service providers and suppliers that comply with all applicable quality, health and safety regulations in order to provide goods and project activities that meet the needs of Orient helper e.V.

Orient helper e.V will use this code of conduct as part of its service provider/supplier selection and evaluation procedures. Orient helper e.V reserves the right to end its business relationship with its service providers/suppliers and project partners if they do not adhere to the principles defined above.

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*By reading and signing Orient helper e.V.'s Code of Professional Conduct, our organizational project staff is committed to respect and comply with the outlined principles of professional standards while conducting work with and for Orient helper e.V. and its implementing partner organization Orient helper.*

*We also hereby agree to report immediately any suspicious behavior or any violation of the code that we witness by others. Please report to [feedback@orienthelper.de](mailto:feedback@orienthelper.de). Emails can be sent anonymously, or your name can be kept confidential (if preferred).*

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Printed Name

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Title

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Signature

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Date