



## CODE OF CONDUCT

The International Social Service (ISS) Code of Conduct outlines expected behaviors for ISS staff\* without exception.

ISS will carry its vision and mission in a fair, impartial, ethical and confidential manner, in full compliance with ISS Statutes, bylaws and other statutory and agreed regulations, consistent with ISS organizational identity and values.

In conducting its day-to-day activities, professional conduct must underlie all ISS staff dealings and relationships, including those with clients, beneficiaries, communities, stakeholders and among staff and volunteers themselves.

ISS staff must not engage in conduct or activity that may raise doubt as to the ISS's integrity, honesty, impartiality, or otherwise cause any damage to the reputation as a Network as a whole.

ISS staff will, at all times, demonstrate their commitment to ISS values, and will treat each other across the ISS Network with respect and will refrain from any type of exploitation, abuse and harassment, including sexual.

As staff of ISS, I will ensure that:

- Without exception, I will comply with all ISS applicable codes, rules and policies.
- I will not engage in any activity that might create a personal conflict of interest.
- I will not take advantage of my position within ISS to seek personal gain.
- I will not misuse the ISS image, name and logo.
- I will follow applicable terms and conditions concerning the use and disclosure of information. This includes following legal requirements for protecting information collected and stored in the line of my duty and ensuring that non ISS information is used and disclosed only as authorized by individuals and families it concerns or as otherwise permitted by law.
- I will observe a respectful and cordial dealing in all of my communications and interactions within ISS and externally.
- I will promptly and truthfully report any illegal or unethical conduct to my direct management, higher if necessary or to appropriate ISS central organs and structures (GB chair, SG-CEO, PAC chair, CC chair, etc.).\*\*

*Every ISS staff has the responsibility to ask questions, seek guidance and the obligation to report suspected violations of this Code of Conduct. Retaliation against staff who come forward to raise genuine concerns will not be tolerated.*

Date \_\_\_\_\_ Name \_\_\_\_\_ Signature \_\_\_\_\_

*\*"ISS staff" in this text is used for all persons working on the behalf of ISS, be it an employee or volunteer of ISS or of a member or member ad interim organization.*

*\*\* Whistleblowers will be protected*