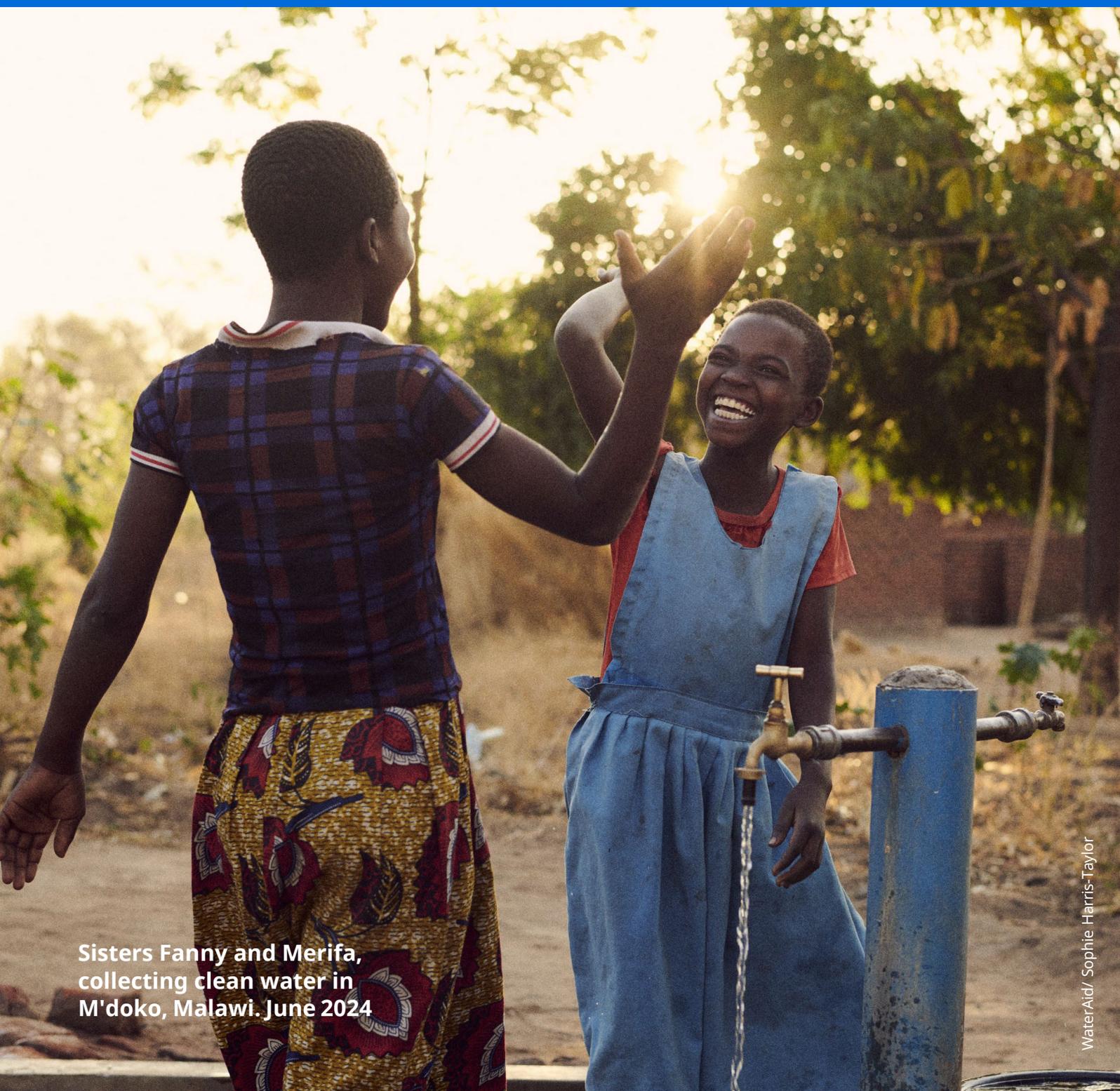


Code of Conduct

The expected standard of behaviour for all who represent WaterAid



Sisters Fanny and Merifa,
collecting clean water in
M'doko, Malawi. June 2024

Code of Conduct

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Code of Conduct

1. Introduction

1.1 At WaterAid, everything we do is guided by our values:

➔ **Respect**

We treat everyone with dignity and respect, and champion the rights and contribution of all to achieve a fairer world.

➔ **Accountability**

We are accountable to those we work with and to those who support us.

➔ **Courage**

We are bold and inspiring in our actions and words, and uncompromising in our determination to pursue our mission.

➔ **Collaboration**

We work with others to maximise our impact, embracing diversity and difference in the pursuit of common goals.

➔ **Innovation**

We are creative and agile, always learning, and prepared to take risks to accelerate change.

➔ **Integrity**

We act with honesty and conviction and our actions are consistent with openness, equality, and human rights.

1.2 Working on behalf of WaterAid often means holding a position of power and trust. Those representing WaterAid are expected to always be aware of the responsibility that comes with this and never misuse it.

1.3 This Code of Conduct outlines what is expected of everyone who represents or works on behalf of WaterAid.

1.4 WaterAid works in countries with many different cultures, laws, and traditions. As an international non-profit we are committed to upholding the standards of international and UN human rights. This Code of Conduct is developed from those minimum standards.

1.5 Terminology used in this Code of Conduct is defined in WaterAid's Code of Conduct definitions. All policies referenced within this Code of Conduct can be found internally on the Safeguarding Hub and externally at wateraid.org/uk/safeguarding-and-whistleblowing

2. Scope and responsibilities

- 2.1 The commitments in this Code of Conduct apply to everyone representing or working on behalf of WaterAid. This includes staff, volunteers, trustees, consultants, and other representatives across all WaterAid member countries and country programmes globally.
- 2.2 Everyone representing or working on behalf of WaterAid has a responsibility to always uphold the Code of Conduct during their employment or engagement with WaterAid. Failure to do so may result in grounds for termination of employment or engagement or prevent future employment or engagement with WaterAid.
- 2.3 Everyone representing or working on behalf of WaterAid has a responsibility to report any concerns in relation to the Code of Conduct **immediately**, in line with WaterAid's global procedure for reporting malpractice and breaches to the Code of Conduct. Failure to do so could place individuals at increased risk of harm and would be considered a breach of the Code of Conduct.

3. Our expectations

As a WaterAid member of staff or representative:

3.1 **I will ensure my professional and personal conduct is consistent with WaterAid's values and standards. I will:**

- Seek to protect public confidence in WaterAid, and confidence of internal and external stakeholders.
- Be accountable for my actions and manage the actual or perceived power and trust that may come with my position with restraint.
- Respect local laws, customs, and culture, unless they contradict this Code of Conduct. In contexts where local laws or practices may be discriminatory or contravene international or UN human rights, I will uphold these human rights and the rights of a child, including for people with diverse sexual orientation, gender identity, gender expression or sex characteristics (SOGIESC) where it is safe for me to do so. If I am unsure, I will seek advice from my line manager, appropriate member of staff, or primary WaterAid contact if I am not employed by WaterAid, before taking any action.
- Help prevent criminal or unethical activities that may impact WaterAid's people or work, and report these through WaterAid's internal reporting mechanisms.
- Inform WaterAid of any relevant criminal convictions I have had before my employment or engagement with WaterAid, where WaterAid may have a legitimate

interest. I will notify WaterAid if I face any criminal charges during my employment or engagement that may affect my ability to carry out my duties or impact upon WaterAid's reputation

3.2 I will treat everyone with respect and dignity and challenge harassment, bullying, discrimination, exploitation, exclusion, oppression, or abuse. I will:

- Not abuse any privileged position I may have in relation to the communities, partners, colleagues, and others I work with.
- Respect everyone's human rights, including those who may be more vulnerable, such as children and adults who may be experiencing vulnerability, and ensure my relationships and behaviours are not abusive, exploitative, or corrupt.
- Read and comply with the provisions of WaterAid's global safeguarding policy.
- Not engage in sexual activity with children, (defined as a person under 18 years of age), adults who may be experiencing vulnerability or any members of the communities I work with, at any time, in person or online.
- Not, at any time, exchange money, offers of employment, employment, goods or services for sex or sexual favours, or take part in any form of exploitative behaviour including people trafficking. I understand this commitment exists to challenge sexually exploitative and abusive behaviour.
- Contribute to a working environment characterised by mutual respect, integrity, and dignity. I will positively encourage diversity and inclusion and demonstrate respect for people who have different backgrounds, beliefs, customs, traditions, ways of life or status e.g. race, colour, gender, language, religion, political or other opinion, national or social origin, property, birth, mental or physical ability, neurodiversity, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.
- Ensure the dignity, inclusion and respect of colleagues and others I interact with, by demonstrating allyship, by challenging, reporting, and refraining from inappropriate behaviour, microaggressions, discrimination, bullying and harassment. I understand these types of behaviours are not only unacceptable on moral grounds, but harm morale, performance, attendance, and retention.
- Be courteous and professional in my dealings with colleagues and others and not use inappropriate or offensive language or gestures verbally, physically or in writing.

3.3 I will avoid any possible conflicts of interest between my private life and WaterAid's work. I will:

- 💧 Declare any interest (financial or otherwise) in WaterAid's work where I have an influence on a decision being made (e.g., a contract for goods/services, employment, or promotion within WaterAid, a partner organisation or community group). I will not abuse my position to secure benefits for myself or any family member or friend.
 - 💧 Not commit to or carry out any employment, consultancy work, trustee/director role, voluntary role, political activity, or take a business interest in a supplier where a conflict of interest arises. This includes activities that may bring WaterAid into disrepute or could affect my ability to conduct my role appropriately. If in doubt, I will seek advice from my line manager (or primary WaterAid contact if I am not employed by WaterAid). Where potential conflicts can be mitigated, I will agree appropriate mitigation measures with my manager.
 - 💧 Report any form of corruption or other contravention of this Code of Conduct, that I become aware of, that directly or indirectly impacts WaterAid's work.
 - 💧 Not offer, promise, give or accept bribes. I will not accept any gift, gratuity or incentive that could be seen as payment for giving favour or advantage.
 - 💧 Reject monetary or inappropriate gifts offered to me from anyone because of my employment or engagement with WaterAid, including governments, the communities I work with, donors, suppliers, and others. Where giving and accepting gifts is normal cultural practice, or to refuse a gift would cause unnecessary offence, I will ensure these are only small tokens of appreciation, with little monetary value, and will report them to my line manager or primary WaterAid contact if I am not employed by WaterAid.
 - 💧 Report any attempts at bribery, in relation to my work at WaterAid, immediately to my line manager or primary WaterAid contact if I am not employed by WaterAid.
 - 💧 Seek appropriate authorisation before communicating externally in WaterAid's name unless prior agreement is in place due to the nature of my role or engagement with WaterAid. I will not express views or opinions publicly or online that could damage WaterAid's reputation by contradicting the ethos, values, or policies. I will ensure any views expressed online are clearly marked as my own personal views that do not represent the view of WaterAid.
- 3.4 **I will act responsibly with the resources, money, equipment, and information I have access to through my work with WaterAid. I will:**
- 💧 Use all WaterAid resources responsibly and account for any money, information and equipment entrusted to me (e.g., vehicles, accommodation, office equipment, computers, the use of internet and email).

- 💧 Not commit any financial impropriety including fraud, bribery, corruption, or money laundering.
 - 💧 Use WaterAid's IT and communications equipment, including corporate or guest Wi-Fi networks appropriately, and comply with local IT policies. I will not view, download, create or distribute inappropriate or offensive materials, including, but not limited to, indecent images of children or pornography.
 - 💧 Comply with WaterAid's global cyber security policies and ongoing anti-phishing training programmes.
 - 💧 Comply with global and national requirements on the use and protection of data and information. I will not disclose personal or confidential data or information to people who should not have access to it or misuse it in any way. I will not share such data with artificial intelligence (AI) or other publicly available software (such as ChatGPT).
 - 💧 Consider my impact on the environment and use resources sustainably.
 - 💧 Report any actual or suspected misuse of funds and/or assets as soon as possible, to ensure WaterAid can protect its assets and resources.
- 3.5 **I will ensure my actions do not put the health, safety, security or wellbeing of colleagues, partners, and communities at greater risk. I will:**
- 💧 Comply with all local health, safety, and security policies or protocols.
 - 💧 I will not knowingly put myself in situations that may compromise my own or others health, safety, security, or wellbeing, to meet WaterAid's mission or objectives, or to protect any of WaterAid's assets.
 - 💧 Carry out appropriate risk assessments for any activities on WaterAid business that involve an elevated exposure to health, safety, security or wellbeing risks and act on its outcomes.
 - 💧 Inform my line manager or a designated point of contact, of all incidents, accidents or near-misses that occur on WaterAid business where the health, safety, security, or wellbeing of myself or others has been compromised, or has the potential to be compromised.
 - 💧 Not work under the influence of alcohol, unless during special circumstances agreed by management (e.g., an event outside of working hours, where I will ensure I am still able to do my job and represent WaterAid appropriately).
 - 💧 Not work under the influence of, use or be in possession of, any legal or

illegal recreational intoxicants on WaterAid premises, vehicles, accommodation, or while travelling on WaterAid business.

4. Declaration

In accepting my role representing or working on behalf of WaterAid, I will carry out my duties and behave in accordance with this Code of Conduct, contributing to WaterAid's performance, reputation, and success. If I am unclear about any areas of this Code of Conduct, I will discuss them with my line manager or primary WaterAid contact if I am not employed by WaterAid. I am aware I am obligated to report incidents of malpractice or breaches of conduct to my line manager or through the reporting channels outlined in WaterAid's global procedure for reporting malpractice and breaches to the Code of Conduct.

Name:

Signature:

Date:

All policies referenced within this Code of Conduct can be found internally on the Safeguarding Hub and externally at wateraid.org/uk/safeguarding-and-whistleblowing

Visit wateraid.org

WaterAid is a registered charity

Australia: ABN 99 700 687 141

Canada: Charitable registration #119288934 RR0001

India: U85100DL2010NPL200169

Japan: 特定非営利活動法人ウォーターエイドジャパン(認定NPO法人)

WaterAid Japan is a specified non-profit corporation (certified NPO corporation)

Sweden: Org.nr: 802426-1268

UK: Registered charity numbers 288701 (England and Wales) and SC039479 (Scotland)

US: WaterAid America is a 501(c) (3) non-profit organization.