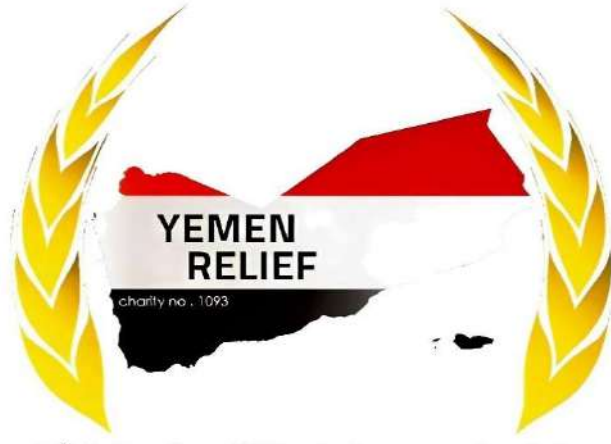




منظمة يمن ريليف للتنمية والإغاثة

Yemen Relief Organization for Relief and Development

Code of Conduct & Ethics



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Code of Conduct & Ethics

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1. Designations, definitions, and scope of application

1.1 Designation

This policy is called the " Code of Conduct & Ethics," which includes a set of standards and principles that govern administrative behavior in the organization and what is prohibited and what should not be committed in the organization's workplace.

Introduction to the Organization

Organization Name	:	Yemen Relief Organization for Relief and Development (YRO)
Organization Type	:	An independent, non-governmental, non-profit Yemeni organization.
Nature of Work	:	Development, humanitarian and community fields
Registration No.	:	Registered with the Ministry of Social Affairs and Labor - License No. 1093)
Incorporation Date	:	15-03-2022
Scope of Work	:	Republic of Yemen.

1.2 Contact Info:

Email	:	info@yemenrelief.org .
Mobile	:	+967 771036270 771619595
Web	:	www.yemen-relief.org .
Adress	:	AL-Mesbahi Roundabout, Opposite Al-Ezzani Mall, Haddah St., Sana'a, Yemen.

1.3 Target Audience and Scope of Application:

- ← The Code of Conduct and Work Ethics applies to all employees of Yemen Relief Organization for Relief and Development, as well as its technical and field management teams.
- ← This policy becomes binding for any worker participating on behalf of YRO in providing services to the community or the direct and indirect beneficiaries of the organization's activities.
- ← This person may be a paid employee, a volunteer, a contractor, an incentive worker, or anyone performing a task on behalf of YRO or any of its programs or activities, regardless of the type or duration of their contract.
- ← The organization's management establishes work ethics within the organization through the available means.
- ← The HR Department must keep a signed commitment document regarding adherence to the Code of Conduct and Work Ethics, which the employee signs and a copy of which is retained in their personnel file.

1.4 Principles of the Code of Conduct and Work Ethics:

The provisions of the Code of Conduct and Work Ethics are based on a set of principles that the employee must adhere to, as well as the principles upon which they are founded, as follows;

- | | |
|------------------------------|--|
| ← Justice and its Principles | ← Neutrality |
| ← Equal Opportunities | ← Job Loyalty |
| ← Transparency | ← Commitment to Achieving the Organization's Mission and Goals |
| ← Accountability | ← Responsibility |
| ← Professional Integrity | |

1.5 Purpose of the Guide

The Code of Ethics and Professional Conduct aims to:

- ← Establish ethical standards, rules, and fundamental principles, as well as high professional cultural values among the organization's employees.
- ← Enhance commitment to these standards, rules, and values, and solidify the foundations of good practices and sound management by educating and guiding employees toward proper professional ethics and self-discipline frameworks that govern the organization's workflow and comply with applicable laws and

regulations. This includes clarifying their duties, responsibilities, and roles in improving services.

2. Employee rights:

An employee is entitled, according to the regulations and policies of YRO, to the following:

- 1- Clearly defined roles and responsibilities, along with expected performance outcomes.
- 2- Fair treatment regarding employment conditions based on merit, competence, and equal opportunity, without any discrimination in the workplace.
- 3- Salary according to the organization's pay scale.
- 4- Leave and absences of all types, subject to approval from the direct supervisor.
- 5- Compensation as stipulated by the organization's policies and regulations, in line with the financial status of the organization, including leave, health insurance, life insurance, advances, etc.
- 6- Protection against any form of abuse to the employee and their dignity.
- 7- Assurance of freedom of opinion and expression within the framework of legal texts and the provisions of this code.
- 8- The right to appeal or complain about any unjust decision made against them, in accordance with the regulations.
- 9- Provision of working conditions, guarantees, and precautions as required by labor laws and regulations.
- 10- Appropriate guidance and assignment of employees based on their qualifications and competencies to serve the organization's interests; no employee's role should be changed to another that does not match their qualifications and abilities without their consent.
- 11- Implementation of training programs to prepare staff as required by the work plan to enhance performance levels.
- 12- Enrollment in training programs according to the training needs assessment and available resources.
- 13- Receipt of a certificate of experience or a statement upon completion of their tenure with the organization.
- 14- Permission to attend prayers at specified times, provided it does not disrupt work that cannot be postponed.
- 15- Participation in discussions on matters that contribute to work development and addressing employee affairs, with the right to express opinions on these issues.
- 16- Provision of a suitable working environment that preserves the employee's personality and dignity, ensuring compliance with labor regulations and contracts.

- 17- Availability of work that matches the employee's qualifications and competencies, and no change of their profession to another that does not suit their qualifications and abilities should occur without their consent and the organization's needs.

3. Duties and Responsibilities

The duties and responsibilities of the employee are as follows:

3.1 General Obligations:

- 1- Commitment to the ethics and values of work adopted by the organization.
- 2- Each employee must sign the receipt of the "Code of Conduct and Work Ethics" document before commencing work, acknowledging receipt and commitment to its contents. A copy of this receipt is kept in their personnel file.
- 3- Provide the HR Department with the required data, information, documents, and credentials as per the organization's internal regulations.
- 4- Participate in the training courses and events organized by the organization according to the approved training plan.
- 5- Employees of YRO are expected to adhere to the principles of independence and neutrality, and their conduct should not be influenced by political or partisan affiliations. All employees are obligated to follow these principles during their work at Yemen Relief Organization.
- 6- Report any violations or breaches of the regulations, rules, and internal instructions of the organization through official channels (written report, official email, or at a formal meeting) to their direct supervisor.
- 7- Notify their direct supervisor of any existing or potential risks to the projects, assets, rights, and activities of the organization.

3.2 Employee Commitments to Their Job:

- 1- Perform their job duties and assigned tasks as described in the job description with integrity, accuracy, professionalism, and to the best of their abilities, serving the noble goals and objectives of the organization and the public interest.
- 2- Carry out the tasks assigned to them seriously, diligently, and regularly according to the job description, dedicating their time to perform their duties efficiently and effectively.
- 3- Adhere to the organization's approved regulations, policies, and the directives issued by their direct supervisors, as long as it does not conflict with the internal regulations in force within the organization.
- 4- Make an effort to understand and apply the organization's regulations, standards, and systems without any violations or negligence.

- 5- Maintain regular attendance and adhere to the specified working hours, not leaving the workplace during working hours or departing before the end of the day without prior permission, and refraining from using communication devices for non-work-related purposes.
- 6- Commit to the designated working hours, and record their attendance and departure using the fingerprint system or any approved system, dedicating official working hours to their job duties and avoiding any activities unrelated to their official responsibilities.
- 7- Continuously seek to improve their performance and develop their professional capabilities, staying updated on the latest developments in their field and the administration they work for, and providing suggestions to enhance work methods and raise performance levels.
- 8- Work to improve the organization's services and quality, and maintain organizational tools and equipment, protecting them from potential risks.
- 9- Safeguard the organization's property, including devices, equipment, tools, and materials entrusted to them or under their supervision, and return any unconsumed tools or materials to their designated locations according to established procedures.
- 10- Optimize the use of the means and mechanisms of work provided to them or within their supervision, and safeguard financial resources, materials, tools, and similar items within the workplace.
- 11- Refrain from any actions or practices that violate ethical standards and good conduct, and avoid insulting the political opinions or religious beliefs of others within the organization or inciting against them.
- 12- Facilitate investigation and oversight procedures conducted by relevant authorities by providing all possible assistance and responding to inquiries from investigators, in accordance with applicable laws and regulations.
- 13- Not strike or incite others to do so, and refrain from organizing or participating in collective petitions related to their job for any reason, adhering to the proper grievance procedures.
- 14- Maintain the organization's reputation, assets, and all its resources, and report to their direct supervisor any violations, negligence, or misconduct that may harm the organization's interests.
- 15- Uphold the integrity of their position and its confidentiality, and not disclose any information related to their work in the organization to others.
- 16- Maintain an appropriate appearance, both personally and in their workplace.

3.3 Obligations Toward others

3.3.1 Obligations Toward Service Recipients (Beneficiaries):

- Respect the rights and interests of others without exception, and treat the public and beneficiaries with respect, courtesy, neutrality, objectivity, and without discrimination.

- Strive to gain the trust of the public and beneficiaries through integrity, responsiveness, and appropriate conduct in all actions in accordance with applicable regulations and instructions.
- Provide beneficiaries with accurate and prompt information related to the activities of their administration without deception or misleading, and guide them on how to file complaints if they wish to contact the relevant authorities.
- Prioritize care and assistance for individuals with special needs.

3.3.2 Obligations Toward Superiors:

- Comply with the orders, directives, and instructions of superiors according to the administrative hierarchy. If such orders and instructions contradict regulations, the employee must inform their supervisor in writing of the violation. They are not obligated to execute these orders unless confirmed in writing by their supervisor, and in this case, they may inform the Human Resources Department and the legal advisor of the violation.
- Treat superiors with respect and avoid seeking preferential treatment through flattery, deception, or nepotism.
- Avoid misleading or deceiving superiors and refrain from concealing information related to their work that could influence decisions or hinder workflow. They must cooperate with superiors by providing objective and truthful advice and expertise, and share relevant information beneficial to the work.
- Inform their supervisor of any violations, breaches, or difficulties encountered in the workplace.

3.3.3 Obligations Toward Colleagues:

- Employees must treat their colleagues with respect and honesty, maintaining good and friendly relationships without discrimination, and respecting their privacy. They should refrain from exploiting any information related to their private lives for malicious purposes and cooperate with them in performing tasks when necessary.
- Collaborate with colleagues and share opinions professionally and objectively, providing assistance wherever possible to solve work-related problems, and promote positive attitudes among colleagues to enhance work performance and improve the working environment, fostering a healthy organizational culture.

- Refrain from any unethical actions or practices that violate public morals and proper conduct, and respect female colleagues as partners in work.

3.3.4 Obligations Toward Subordinates:

- Develop the capabilities of subordinates and assist and motivate them to improve their performance, serving as a good role model by adhering to the applicable laws and regulations.
- Transfer knowledge and experience gained to subordinates and encourage increased information sharing and knowledge transfer among them.
- Supervise subordinates, hold them accountable for their work, and evaluate their performance objectively and impartially, seeking to provide training and development opportunities in accordance with applicable regulations.
- Reject any pressures from third parties that would lead to preferential treatment of subordinates.
- Respect the rights of subordinates and collaborate with them professionally without favoritism or discrimination.
- Ensure that directives to subordinates are written whenever possible.

4. Maintaining Confidentiality and Information Disclosure Mechanisms

The employee must do the following:

- The employee must handle all information learned, received, or accessed in the course of their work with complete confidentiality. They may not copy or use this information except to perform their duties as per the signed contract. The employee must not disclose this information to any third party without prior written consent from the organization. This obligation remains fully in effect even after the termination of their contract with the organization.
- All employees in the organization must adhere to and comply with all professional and scientific standards and requirements related to their work, including maintaining client confidentiality.
- The employee must not disclose official information, documents, or materials obtained or accessed while performing their job, whether in writing, verbally, or electronically, if there are instructions, decisions, or regulations regarding their

confidentiality, or if they are inherently confidential, even after their service ends, unless they obtain written approval from the organization's director.

- The employee must refrain from making any comments, statements, or interventions that could harm the organization's interests.
- The employee must fully and accurately disclose all information that must be disclosed.

5. Conflict of Interest, Acceptance or Request for Gifts, and Other Benefits

The employee is required to:

- Avoid any actions, behaviors, or activities that may create a conflict of interest as defined in these regulations.
- Refrain from engaging in any activity that may lead to a real, apparent, or potential conflict between their personal interests and their job responsibilities.
- Avoid any activity that does not align with their job performance or impartiality, or that could lead to preferential treatment for individuals or entities in their dealings with the organization, or that could harm the reputation of their administration or put its relationship with the public at risk.
- Not use their position, directly or indirectly, to gain financial benefits or anything of value for personal or family interests, and not exploit or utilize information obtained during their official duties, or after leaving the organization, to achieve personal gains for themselves or others, or to harm others, and not disclose information to provide unfair or unreasonable advantages to other parties.
- Avoid establishing close relationships with individuals or institutions whose interests primarily depend on their decisions or those of their administration.
- Not accept or solicit any gifts, hospitality, or other benefits of any kind, whether directly or indirectly, that may have a direct or indirect impact on their objectivity in performing their job duties or that may influence their decisions, or that may compel them to commit to something in exchange for accepting them. If it does not fall within the exceptions specified in this paragraph, or if they believe that accepting certain types of hospitality will benefit the organization, they must inform their direct supervisor. The supervisor must inform the employee whether

to refuse gifts, hospitality, or other benefits or to retain them for the organization, donate them to a charitable institution, dispose of them, or retain them according to the relevant regulations.

6. Handling Electronic Devices and Automated Systems

6.1 Handling Electronic Devices (Computers, Laptops, Phones, iPads, and Automated Systems):

- Employees who are provided with a computer or work on an automated system must adhere to the following:
- Take all necessary measures to protect their device.
- Do not download programs onto the device without consulting the IT department and ensure the device is turned off before leaving the workplace.
- Maintain the confidentiality of the information on their device or system by using their personal password and not disclosing it to others.
- Do not use the device for entertainment purposes, including downloading games or recreational programs.
- Do not access other users' devices or attempt to obtain information from them.
- Use the device for purposes that develop skills and abilities relevant to work interests.
- Do not use the device to conduct personal business.
- Use printers judiciously whenever possible.

6.2 Internet Access:

- Employees with internet access must observe the following:
- Commit to using the internet for work purposes, including developing skills and abilities related to their job and benefiting the organization.
- Adhere to intellectual property rights for files and programs and comply with usage licensing agreements. Immediately consult the IT department upon noticing any irregularities while using the internet.
- Do not download texts or images containing unethical materials, racist content, extreme political views, incitement to violence or hatred, or any illegal activities.

- Do not download files unrelated to their work, such as videos, multimedia files, movies, songs, or similar content, while considering the organization's relevant policies.

6.3 Handling Email:

Employees assigned an email address must observe the following:

- Do not forward incoming messages that may contain viruses or files suspected of being viruses; in this case, consult the Information Systems Department.
- Be aware that there is no privacy regarding messages received or sent through the email system. Email accounts may be monitored by authorized personnel without prior notice.
- Do not open any unknown or unexpected incoming messages, even if they are from someone known to the employee, and do not open or download any attached files whose source is questionable.
- Use email to develop skills and abilities in accordance with work requirements.

7. Final Provisions

- Any violation of the Code of Conduct and Work Ethics will result in accountability and disciplinary actions as per the regulations.
- Employees must familiarize themselves with the code of conduct and commit to its provisions.