

CBM Global Code of Conduct

September 2024



CBM Global Disability Inclusion

Van Heuven Goedhartlaan 13D, 1181 LE Amstelveen, Netherlands

<https://cbm-global.org>

Overview and Context

This Code describes the objectives and rules that reflect our commitment to responsible, ethically irreproachable and legally compliant behaviour, that is consistent with the organisation's values, mission and professional standards.

The rules and guidelines defined by the Code of Conduct provide all of us with the necessary security and orientation in our day-to-day work. The Code of Conduct also communicates to our donors, partners, programme participants and the general public that CBM Global is a reliable, trustworthy organisation that combines high quality expertise and knowledge with a strong sense of responsibility. Only by maintaining our integrity and highest ethical standards at all times can we truly realise our vision and mission and live by our values.

CBM Global Code of Conduct also applies online, and we expect our employees and the other parties mentioned below to maintain the same values and standards of behaviour on email, in e-meetings and on social media as we expect in the office or in any other public space.

Scope

- This Code is binding for CBM Global's employees, consultants, volunteers and board members who will be requested to sign off this document in the space provided.
- This Code applies in the context of the relationship between CBM Global and third parties acting as its representatives (i.e. donors, VIPs, celebrities, free-lancers and media, etc.) who must be briefed on CBM Global Code of Conduct and are requested to abide by it when acting on CBM Global related business, although signing off will not be required.

Alignment

The Code is in line with current international standards and CBM Global's policies and guidelines¹ such as:

- CBM Global Values
- Article 18 of the [Universal Declaration of Human Rights](#): Everyone has the right to freedom of thought, conscience and religion; this right includes freedom to change their religion or belief, and freedom, either alone or in community with others and in public or private, to manifest their religion or belief in teaching practice, worship and observance.
- [Humanitarian Charter](#)
[Charter of Accountability](#) (for International Non-Governmental Organisations)
- [Code of Conduct of the International Federation of Red Cross and Red Crescent Societies](#)
- [Keeping Children Safe - International Child Safeguarding Standards](#) (Ending child abuse in organisations)
- CBM Global Mission Statement
- CBM Global HR Handbook (for CBM Global employees only)

The Code defines what is commonly acceptable and appropriate behaviour within CBM Global's organisational culture. Non-compliance with the Code can result in disciplinary

¹ The [Key References and Supporting Documents](#) section indicates where documentation mentioned in this Code of Conduct can be found.

action for staff members and in the case of Board Members or Third Parties, the end of the professional relationship with CBM Global.

Guiding principles

- CBM Global opposes and never acts as a willing party to wrongdoing, e.g. corruption, bribery or other financial impropriety, safeguarding abuses, personal misconduct, or illegal acts in any of its activities. CBM Global ensures accountability and transparency to its donors, partners, programme participants and other stakeholders.
- CBM Global takes prompt and formal disciplinary action (and legal action when required) whenever and wherever wrongdoing of any kind is found among its personnel.
All parties in the scope of the CBM Global Code of Conduct (see [Scope](#)) are expected to conduct themselves in a manner that reflects honesty and integrity, and that maintains the effectiveness, values and mission of the organisation. These standards of conduct must be maintained despite possible prevailing contrary practices elsewhere.
- All are encouraged to hold each other accountable for compliance with this Code and to report any inappropriate behaviour.

Standards of Behaviour

These are the standards of behaviour that form part of everything we do:

- Treating others with respect, dignity and impartiality regardless of gender, ethnicity, religion, sexual orientation and whether or not they have a disability;
- Ensuring adherence to disability inclusive practices and avoiding practices which force or infer exclusion;
- Behaving in an honest, trustworthy and ethical manner;
We recognize that we are measured by our actions at all times and therefore call on our employees, Board Members and Volunteers to respect and adhere to the culture and law everywhere they go, whether for professional or private reasons, and to avoid any behaviour which may be considered offensive (including comments and posts online or offline) or even jeopardize the safety of colleagues, family members and/or oneself;
- Besides following these standards personally, CBM Global employees are also held accountable for the behaviour of others where they act as hosts, receiving and entertaining guests or visitors on CBM Global premises or making use of CBM Global vehicles or other assets.
- All forms of sexual harassment, sexual exploitation and abuse are unacceptable and prohibited conduct.
- Sexual activity with a child (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of the child is not a defence.
- Responsibly managing CBM Global assets, funds or other property and aiming to achieve environmental best practice (e.g. in terms of waste disposal, energy use)
- Trustworthy handling of confidential and sensitive information and data;
- Adhering to CBM Global policies and guidelines.

CBM Global Behavioural Commitments linked to this Code of Conduct

Failure to comply with the CBM Global behavioural commitments may lead to suspension of employment or work relationship in the case of Board Members and Third Parties during a formal investigation, and if serious and substantiated, immediate dismissal or termination of the professional relationship.

Protection of vulnerable persons

CBM Global's priority at all times is that our programme participants, employees and communities where CBM Global works are and feel safe.

All CBM Global employees, Board members, consultants and volunteers are expected to speak up if they observe or hear about wrong doings or bad practices.

We require all members of staff to read, sign and comply with our CBM Global Safeguarding of Children and Adults at Risk Policy.

Staff must not post on social media, confidential information or put our staff, programmes, or the people we serve at risk and must abide by our general data protection requirements.

Protection from sexual exploitation and sexual abuse

CBM Global has a zero tolerance to acts of sexual exploitation, abuse and harassment (SEAH) and endorses the principals laid out in the [Common Approach to Protection from Sexual Exploitation, Sexual Abuse and Sexual Harassment \(CAPSEAH\)](#). All CBM employees, Board members, consultants and volunteers are expected to adhere to the CBM Global Protection from Sexual Exploitation, Abuse and Harassment Policy. Any breach of this policy will result in disciplinary action in the case of employees and in the case of Board Members or Third Parties, may lead to the end of the professional relationship with CBM Global.

Zero tolerance for harassment and bullying

CBM Global does not tolerate any kind of violence in the workplace, including but not limited to threatening and intimidating behaviour. Each employee, Board member, consultant and volunteer is required to contribute to an environment of respect that precludes any kind of:

- **Harassment:** unwanted (unwelcome/uninvited) conduct based on a protected characteristic (e.g., age, gender reassignment, being single, married or in a civil partnership, [being pregnant](#) or on maternity leave, [disability](#), race including color, nationality, ethnic or national origin, religion or belief, sex (gender), sexual orientation), which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Sexual harassment is where there is unwanted conduct of a sexual nature.

- **Bullying:** Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the person being bullied. Examples can include but are not limited to: Spreading rumours, verbally abusing or undermining someone in front of others, shouting, excluding someone from conversations or events or ignoring their views, passive aggressive responses and silent treatment, withholding information, blocking promotion or

training opportunities, giving unmanageable workload or setting unreasonable deadlines with the purpose of setting them up to fail, overbearing supervision or constant criticism, sabotage, physical abuse, etc.

Behaviour, whether online or not, that promotes violence, abuse, prejudice, or discrimination is never acceptable.

Condemning abuse of power

All CBM Global employees and its representatives undertake to manage the power that comes with their position with appropriate restraint, and not abuse it.

Abuse of power occurs when individuals misuse their authority to exert control, manipulate, or harm others in the workplace. It can manifest in various forms, including but not limited to verbal abuse, discrimination, sexual harassment, or the unfair allocation of resources and opportunities.

It can take the form of threatening another employee, partner or programme participant to stop or limit the access to funds or salary incentives if they don't comply with their demands.

Non-discrimination

We consider the diversity of our employees to be a real strength. We promote an inclusive work environment in order to attain the highest possible talent, creativity and efficiency. The main criteria for employee selection and promotion are skills and qualification. We do not discriminate or tolerate discrimination with respect to gender, race, religion, age, disability, - sexual orientation, national origin or any other characteristic protected under law.

Avoiding fraud and financial impropriety

CBM Global Policy on Prevention of Corruption and Fraud provides employees, Board members, consultants and volunteers with clear guidance on what is expected from them when handling CBM Global's assets, information and business reporting.

Contribute to everybody's health and safety

CBM Global aims to provide a safe and healthy work environment for all employees and project participants.

By following health and safety guidance as described in the CBM Global Health, Safety and Security Policy and related procedures, all members of the staff contribute to a safe and healthy workplace.

The consumption of alcohol or drugs during working hours or working under their effects is prohibited, as this not only can put the individual's health at risk but also that of colleagues and programme participants. Such actions can also damage CBM Global's reputation in the communities that we serve.

Online behaviour considerations

Being a CBM Global employee may bring extra external scrutiny to personal social media profiles and other forms of online presence (forums, chats, etc.), even if these are not explicitly linked to the organization. An employee's personal online presence is owned by them, but we ask all employees, Board Members, consultants and volunteers to recognize

that to a greater or lesser extent we are all potentially representatives of CBM Global outside of working hours, online and offline.

All employees, consultants, volunteers and Board Members must adhere to our Social Media Guidelines while on social media and online presence.

Conflict of Interest

CBM Global is committed to a culture of integrity, transparency and accountability. All CBM Global employees, Board members, consultants or volunteers are expected to observe high standards of business and personal ethics in the conduct of their duties and responsibilities.

When making decisions related to our work we have a duty to act in the best interests of CBM Global.

Identifying, avoiding, or disclosing and addressing conflicts of interest is an important part of demonstrating objectivity and integrity.

By signing adherence to this Code of Conduct, employees, Board Members, consultants and volunteers are bound by the CBM Global Conflict of Interest and Loyalty Policy.

Reporting and Incident Management

Everyone in scope of this Code of Conduct is expected to speak up and report if they observe or hear about wrongdoing or bad practices.

CBM Global will refer to its policies to guide the investigation of reported conduct and when substantiated, implement disciplinary action. CBM Global's policies and procedures ensure that this reporting can be done confidentially and without retaliation to the reporting person.

CBM Global (management or board, as appropriate) reserves the right to determine, based on this Code of Conduct and with reference to relevant international standards, whether an employee or anyone working on behalf of CBM Global has engaged in inappropriate conduct or behaviour that may warrant disciplinary action up to and including termination.

There are various channels for employees, external stakeholders and CBM Global-affiliated persons to report on any breach of this Code. While CBM Global encourages everybody to report a violation, a suspected violation or other inconsistency in observance of the Code, CBM Global employees have an obligation to report, if reasonable in the respective case.

These are the main systems for feedback:

- All CBM Global employees can give feedback at any time by simply **reporting through the management line**.
- The **public** can contact CBM Global at hello@cbm-global.org. Inquiries sent to this address will be forwarded to the appropriate staff member to deal with the complaint.
- On **safeguarding and sexual exploitation, abuse and harassment** matters, reports can be emailed to safeguarding@cbm-global.org or submitted using the online reporting form link, [EthicsPoint](#). For more information, please refer to the reporting and feedback procedures which accompany the CBM Global Children and Adults-at-risk Safeguarding Policy and Protection from Sexual Exploitation, Abuse and Harassment Policy.

- Any tax or finance related violations can be reported to the CBM Global Finance Director or otherwise use the Whistleblowing portal: [Whistleblowing reporting | CBM Global \(cbm-global.org\)](https://www.cbm-global.org/whistleblowing-reporting)
- CBM Global has a Whistleblowing policy which includes guidance on how to report sensitive issues where reporting through the management line may not be appropriate or desired. Issues can be reported by email: whistleblowing@cbm-global.org or by using the Whistleblowing portal at this link: [Whistleblowing reporting | CBM Global \(cbm-global.org\)](https://www.cbm-global.org/whistleblowing-reporting)
- CBM Global welcomes programme feedback, concerns, complaints, suggestions or compliments on their operations and conduct as an organisation. External stakeholders related to CBM Global's programme work are invited to give their feedback about the standards of service provided by the organisation, its employees, volunteers or anybody directly involved in programme delivery. Programme feedback can be addressed to one's regular CBM Global contact person, or be sent to feedback@cbm-global.org.

To ensure individuals feel comfortable to report without any fear of consequences, discretion and professionalism will be exercised at all times. The incident management process is described in the guidelines of each feedback channel.

Confidentiality:

Disclosures submitted under this Code of Conduct will be considered confidential and will only be communicated on a need-to-know basis.

Conclusion

CBM Global's ability to fulfil its commitments and maintain its reputation depends on individuals taking personal responsibility for promoting and adhering to the policies and guidelines set forth in this Code of Conduct.

There is no substitute for personal integrity and good judgement. When faced with a difficult situation, individuals are asked to consider these questions:

- Is my action or decision legal?
- Does it comply with the letter and spirit of this Code and CBM Global values and policies?
- Is it right and free of any personal conflicts of interest?
- Could my action or decision withstand public review? What would it look like in a newspaper?
- Will my action or decision protect the reputation of CBM Global as an organisation with high ethical standards?

If the answer to each question is "yes", the action or decision is most likely the correct one. If you are not sure, ask. And keep asking until you are sure!

Key references and supporting documents

All mentioned CBM Global documents are available to CBM Global Federation staff on [Global Connect](#). Documents that are relevant for external audiences can also be found on www.cbm-global.org.

- CBM Global Vision
- CBM Global Mission Statement
- CBM Global Values
- CBM Global HR Handbook
- CBM Global Safeguarding of Children and Vulnerable Adults Policy
- CBM Global Protection from Sexual Exploitation, Abuse and Harassment Policy
- CBM Global Health, Safety & Security Policy
- CBM Global Conflict of Interest and Loyalty Policy
- CBM Global Programme Feedback and Complaints Policy
- CBM Global Whistleblowing Policy
- CBM Global Social Media Guidelines

Declaration

I acknowledge that I have read and understand the CBM Global Code of Conduct.

By signing this document (in paper form or electronically through the CBM Global HR System), I agree:

- to comply with the CBM Global Code of Conduct
- to be responsible for observing and spreading awareness of the Code of Conduct in my work environment.
- to respond immediately to any concerns, allegations and incidents, and to report as outlined in the [Reporting and Incident Management section](#) of the Code of Conduct without delay.