

ORANGE BABIES CREATIVE IN BEATING HIV

Code of Conduct (CoC)
for employees and other representatives



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1. Introduction

1.1 Orange Babies' Mission Statement

Babies is a charitable foundation or NGO with Dutch origins, organised around a single purpose and driven by unfailing hope. Our purpose, is to transform the lives of women and children infected and affected by HIV/ AIDS in Southern Africa. Our NGO's ultimate hope, is to help achieve an HIV-free generation. Since 1999, Orange Babies has translated this hope into saving thousands of lives. We have also assisted in drastically improving the quality of life for scores of others. This has been achieved by partnering with, and providing financial support to, carefully selected organisations in South Africa, Namibia and Zambia that directly assist the most vulnerable communities in these countries.

1.2 Orange Babies' Core Values

Orange Babies applies human rights values and principles through promoting participation, accountability and non-discrimination of any kind as much in its internal procedures as in its programming activities.

Signatories to this Code of Conduct (CoC) shall carry out their duties under the banner of Orange Babies in accordance with these principles, with the highest standard of professional responsibility and integrity. The signatories shall at all times treat others with respect and dignity, and shall carry out their duties demonstrating commitment to equity and fairness for those with whom the organisation collaborates in the pursuit of its objectives as well as with any other people they interact with.

Orange Babies is committed to a practice which protects children from harm. The best interests of the child are paramount and are the primary consideration in our decision-making. Orange Babies accepts and recognises our responsibility to develop awareness of issues relating to child protection.

1.3 Who is bound by the Code of Conduct?

This code will be binding upon all those who work in or visit an Orange Babies project and upon all those who work at or represent Orange Babies offices.

This is regardless of whether or not you have signed an employment contract. This means that it applies to:

- Orange Babies Staff, whether they are based in an office or at an Orange Babies project (hereafter called OB project);
- Volunteers and interns;
- Consultants and others undertaking (short-term) assignments;
- Members of the Board and ambassadors;
- Sponsors and donors;
- Visitors to OB Projects on Orange Babies invitation.

All the above mentioned representatives are bound by the Code of Conduct as it is an annex to all contracts and agreements. For convenience, in this text all such persons are referred to as "signatory/ signatories". Each signatory is required to be knowledgeable about the Code of Conduct and all related policies applicable.

1.4 Purpose of the Code of Conduct

In order to meet our objectives, mission and core values Stichting Orange Babies (hereafter called Orange Babies) must retain its reputation as an NGO of integrity and respect. This Code of Conduct seeks to safeguard our standards of behaviour and the safety of our beneficiaries. The Code of Conduct is designed to help you understand how important it is to maintain professional practices and ethics. The content of the Code of Conduct cannot anticipate every possible situation. If you have any concerns about how the Code should be

applied in a particular situation, you should discuss this with your line manager and/or Orange Babies representative.

1.5 Revision of the Code of Conduct

The Code of Conduct is a living document intended to reflect our changing needs, realities and responsibilities. As the organisation grows and new issues arise, the Code will be periodically reviewed and modified to ensure that it remains relevant to the needs and realities of the organisation. This review process will be conducted on a regular base and will be led by the Head of Projects Africa in close partnership with the Office Manager in charge of HR. Any changes in the Code of Conduct will be legally binding for all existing signatories at the moment that the updated document has been communicated.

2. The Codes of Behaviour

2.1 Representation

Signatories should remember that they are representing the organisation when on an Orange Babies activity and should therefore not indulge in behaviour that may compromise the integrity or professionalism of the organisation. This includes but is not limited to:

- Improper behaviour such as violence, discrimination, sexual harassment, mobbing or verbal abuse.
- Engaging the services of sex workers,
- Alcohol and drug abuse whilst representing Orange Babies during a project visit
- Accepting or paying a bribe of any kind.

Signatories should always be aware of the inherent imbalance of power between signatories and the beneficiaries. This should be taken into consideration and handled with great care and respect.

Signatories with a criminal record cannot visit projects. Exceptions will be considered but never in cases of sexual, physical and emotional abuse as well as violent offences. Criminal records obtained as a result of a fight for human rights will be viewed on a case-by-case basis.

2.2 Respecting laws and culture of the country

Signatories are obliged to respect the laws of the country in which they are working/visiting.

Signatories are required to pay attention to and respect local culture, structures, beliefs, and customs, as long as these are not in contradiction with international human rights norms and humanitarian law.

2.3 Child Protection Policy

At Orange Babies we take our child protection policy commitments very seriously. We do everything we reasonably can to ensure Orange Babies is safe for children.

Orange Babies maintains a 'zero- tolerance to violence' policy which includes violence toward any Orange Babies staff member, representative, partner or beneficiary of any age. In reference to child protection, adult-child relations and peer relations the following code of behaviour is applicable:

2.3.1 One to one contact

- Spending time alone/unsupervised with a child or young person must be avoided at all times. Wherever possible and practical, two adults should be present during children's activities. Where this is not possible staff should seek alternatives such as the presence of adult community members and/or use of open spaces that are visible to others in the area. This point does not apply to authorised counsellors.

- Signatories should not take children outside of their placement or without the permission of the project Supervisor.
- Children may initiate physical contact and it is important to be warm with them. However be careful not to demand contact from a child.
- Be extra careful with pre-teens (10- 12 years) and teenagers as physical contact can be confusing.
- Developing a sexual relationship with anyone under the age of 21 is forbidden.
- Emotional, physical and sexual abuse is strictly forbidden.
- Signatories 'visiting' OB projects are under no circumstances allowed to give any form of physical punishment.
- Do not act in ways intended to shame, humiliate, belittle or degrade the child.
- Do not do things of a personal nature for a child or young person that they can do for themselves.

2.3.2 Attachment

- Showing preferential treatment of some children to the detriment or exclusion of others – such as attention, gifts, food, etc. - is not condoned.
- While it can feel good to have a child very attached to you, remember that it can be distressing for that child when you leave. Avoid favouring a particular child. Share your attention fairly between all children, even children who might not be easy to interact with.
- Support a child's attachments with their principal caregivers. Many of the children will already have an attachment figure. This will be either their parent or perhaps a placement staff member. Please respect and support these attachments.
- Do not make promises to the children that you may not be able to fulfil (e.g. that you will definitely come back and visit next year).
- Create realistic and positive expectations.
- Signatories should present themselves as a positive role model.
- Due to this we expect signatories not to discuss anything with inappropriate content whilst at the placement. It is important to regulate your language; no swearing please.
- If a signatory would like to make a contribution to the children they can speak with a local staff member/Head of Projects Africa who can help them do this in a meaningful and helpful way.

2.3.3 Sensitive topics

- Be careful around the questions you ask children, as well as the content and materials used in activities. Be aware that some topics may be sensitive and/or inappropriate due to the children's personal situations. These discussions and activities will require pre-approval by a local project supervisor.

2.3.4 Confidentiality and information management

- Be selective and sensitive when taking photos. Always ask permission from staff members and families before taking photos of the child.
- A child's private information, such as health status (e.g. HIV) and abuse, can only be published (including on social media) anonymously (no photo or name). This is to protect not only the child but also the signatory because of legal consequences.
- For the safety of the children, it is not allowed to publish full names of children in combination with information regarding their whereabouts (project name, address, school, etc.).

2.3.5 Suspected abuse

In the case of a child coming to you to report abuse you should:

- Ask the child if the local project supervisor can join the conversation, if not:
- Let the child speak and listen carefully
- Take the child seriously
- Reassure the child it is ok to talk to you about this
- Record what is said

- If not present, inform the local project Supervisor and/or Orange Babies NL Head of Projects Africa straight away.

In the case of a child coming to you to report abuse you should not:

- Promise to keep it a secret
- Stop the child from speaking
- Force the child to recall what happened
- Ask leading or unnecessary questions
- Make assumptions
- Ask to see injuries requiring the removal of clothing
- Ridicule, reject or humiliate the child

Infringements of the child protection policy will be treated as a serious matter. Consequences will depend on the severity of the offence but can range from, and are not limited to, a verbal warning, a written warning, removal from the programme and reporting to the police.

2.4 Abuse of position

Signatories will not abuse their position in any way. Abuse of power includes but is not limited to: favouritism, nepotism, corruption, all forms of exploitation, including sexual exploitation. Some specific instances are highlighted in the articles below:

No signatory is permitted to have any form of sexual relation or any relation with any beneficiary (whether minor or adult) that could be deemed to be abusive by international and/or local standards.

No form of sexual harassment is tolerated.

No signatory will extract or attempt to extract benefits of any kind in return for funding, employment and/or project participation.

No signatory will favour or support any beneficiaries privately without consent of the project supervisor.

2.5 Staff relations

All signatories will contribute to a constructive working atmosphere by refraining from improper behaviour towards colleagues and beneficiaries. Improper behaviour includes but is not limited to violence, discrimination, sexual harassment, mobbing or verbal abuse. All staff are asked to give careful consideration to entering into romantic relationships with a superior or subordinate as these, by their very nature, are unequal. In such cases, therefore a reassignment of duties may be deemed necessary by management.

Any signatory entering into a romantic relationship with another staff member or a staff member of a partner organisation or other organisation or institution that is important for Orange Babies, is strongly encouraged to discuss this and any possible implications for the organisation/programme with their direct line manager.

Orange Babies aims to foster a culture of openness among staff at all levels so that issues that may potentially impact on programme implementation, quality of work in general and/or team relations are discussed before they become problematic.

2.6 Orange Babies premises

All signatories must use Orange Babies premises and assets with a sense of responsibility and in accordance with established rules. Use of those assets in such manner that may compromise Orange Babies' credibility or security is unacceptable.

2.7 Communication and Information for publicity

All signatories may only contact the media on behalf of Orange Babies or act as a spokesman after having the explicit permission of the authorized staff member. When it applies to local media the authorised staff member is the Country Representative. In all other situations, the authorised staff member is the Communication & Marketing Manager responsible for press relations at Orange Babies Head Office.

When dealing with the media, signatories will cooperate with the media to ensure that the general public is accurately informed about the Orange Babies programme and the context in which the programme takes place. When dealing with the media, signatories will make sure that the media approach and portrayal of the beneficiaries of our programmes are done in a respectful manner and in accordance with Orange Babies' Child Protection Policy.

When taking part in or visiting Orange Babies activities, photographing is allowed, though privacy should be respected. If indicated that one does not want his/her picture taken, immediately stop and erase picture if already been taken.

Orange Babies will seek consent from beneficiaries and their caregivers where possible.

Images of beneficiaries in combination with private information such as health status (e.g. HIV) and abuse, can only be published (including on social media) when persons are portrayed anonymously. This is to protect not only the beneficiary but also the signatory because of legal consequences.

For the safety of the children, it is not allowed to publish full names of children in combination with information regarding their whereabouts (project name, address, school, etc.).

2.8 Confidentiality

All signatories will take care to ensure that confidential information is properly protected and not disclosed to third parties. This includes any private information about children.

3. Breaching the Code of Conduct

3.1 Reporting on a breach of the Code of Conduct

All signatories have a duty to report suspected or confirmed breaches of the Code of Conduct. Reports should be addressed to the line manager of the breacher. If the breach took place in the project the report should also be addressed to the Country Representative. Depending on the gravity, the breach will also be discussed with Head of Projects Africa from Orange Babies Head office.

In the case of a breach of one of the codes concerning child safety as mentioned in article 2.3, the signatories must report to the Head of Projects Africa within 24 hours of becoming aware of the breach. Any signatory against whom such an allegation has been made should be removed immediately from their position and from all contact with the child/group in question until the allegation has been fully investigated and resolved. Where it is believed that the child is at serious risk of further harm the local social services department or equivalent should also be alerted. Before this decision is taken the Head of Projects Africa must be advised of the details of the situation. Reports should contain the following information:

- The name(s) of the individual(s) against whom the allegation is being made;
- The name of the individual making the allegation;
- What was seen and/or said;
- The date and location of the event;
- The names of any witnesses to the event. Witnesses must be informed by the report writer of their inclusion in the report. The anonymity of the individual(s) making the allegation(s) will be protected. Retaliation of any kind against any person who has reported an observed or suspected violation of the Code of Conduct in good faith is

prohibited. Intentionally or negligently making false allegations of a breach of the Code of Conduct against a signatory is prohibited.

3.2 Consequences of breaching the Code of Conduct

For Orange Babies employees this document is directly linked to the contract of employment. Any employee who fails to comply with the Code of Conduct will be subject to disciplinary action, up to and including dismissal from employment. For signatories that are not Orange Babies employees, this document is directly linked to any other contract or agreement of cooperation by which they represent Orange Babies. Failure to comply with the Code of Conduct might lead to breaking the contract or agreement that exists between Orange Babies and the signatory and to reporting to the police either locally or in the Netherlands if applicable.