



NON-GOVERNMENTAL ORGANIZATION “CENTER FOR PSYCHOLOGICAL ASSISTANCE “HAND OF SUPPORT”

50027, Dnipropetrovsk region, Kryvyi Rih city, Yaroslava Mudrogo St., 45, office 21

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APPROVED

By the Head of the Non-Governmental Organization
“Center for Psychological Assistance “Hand of Support”
01.12.2024

CODE OF CONDUCT OF THE NON-GOVERNMENTAL ORGANIZATION “CENTER FOR PSYCHOLOGICAL ASSISTANCE “HAND OF SUPPORT”

This Code of Conduct has been developed for employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female, including ambassadors) involved in the implementation of projects by the Non-Governmental Organization “Center for Psychological Assistance “Hand of Support” (hereinafter referred to as NGO “CPA “Hand of Support”).

It is mandatory for all aforementioned groups to familiarize themselves in detail with this Code and to sign it. By signing this Code of Conduct, they commit to caring for women, girls, boys, and men of all ages who are beneficiaries of the organization and ensuring them a proper level of respect. All employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female, including ambassadors) are obliged to adhere to the principles and commitments outlined in this Code of Conduct, regardless of whether they are in a professional or private environment.

This Code of Conduct is supplemented by various policies, regulations, and procedures of the NGO “CPA “Hand of Support”. At the same time, it functions as an independent document containing a comprehensive list of the core commitments and principles guiding the work of employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female, including ambassadors) of the NGO “CPA “Hand of Support”. Familiarization with this Code does not require prior review of all policies.

The purpose of the Code of Conduct is to acquaint employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female, including ambassadors) with the fundamental principles and commitments applicable both to their professional activities within the projects of the NGO “CPA “Hand of Support” and to their private lives outside of work.

The core principles of operation for employees (male and female), volunteers (male and female), partners (male and female), representatives (male and female) (ambassadors) as well as other individuals involved in the implementation of projects by the NGO “CPA “Hand of Support” are outlined below.



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In order to prevent sexual exploitation and all forms of violence, including sexual, physical, emotional, and neglect, as well as to ensure transparency, accountability, and responsible behavior towards employees (male and female), partners (male and female), community representatives, local leaders (male and female), and others involved in the activities of the NGO “CPA “Hand of Support,” with particular emphasis on beneficiaries, especially vulnerable groups (women, children, people with disabilities, veterans, minorities, and marginalized communities), all individuals participating in the implementation of projects must adhere to the four fundamental principles of humanitarian work:

1. **Humanity:** The aim is to alleviate human suffering wherever it is found. The goal of humanitarian work is to protect human life and health and to ensure the right to dignity.
2. **Impartiality:** Humanitarian activities are carried out in response to real needs; priority is given to the most urgent situations, without discrimination on the basis of nationality, race, gender, religious beliefs, class, or political affiliation.
3. **Independence:** Humanitarian activities are free from political, economic, military, or other agendas of individuals or organizations associated with the territory where humanitarian action takes place.
4. **Neutrality:** Humanitarian aid providers do not take sides in armed conflicts and do not engage in political, racial, religious, or ideological disputes.

In addition, the guiding principles for employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female) (ambassadors) of the NGO “CPA “Hand of Support” are as follows:

- **“Do No Harm” Principle:** According to this principle, employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female) agree that their actions are part of the overall context of the organization’s work and may have certain consequences. Therefore, the details of any actions must be analyzed to assess their potential negative impact on beneficiaries (male and female), affected communities, or their representatives (male and female). Additionally, the “Do No Harm” principle affirms that during the implementation of any activity, there is always a choice of practices and mechanisms to address the needs and problems of the population, which must be evaluated to minimize any risk of negative impact.
- **Dignity Preservation Principle:** All individuals involved in the implementation of NGO “CPA “Hand of Support” projects must ensure that their work is carried out based on safety, respect, and the preservation of dignity. This includes respect for the confidentiality of personal data of beneficiaries (male and female) as well as photo, video, and other materials involving their participation.



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- **Equal Access, Inclusivity, and Tolerance Principle:** All actions and measures initiated or communicated by employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female) (ambassadors) of NGO “CPA “Hand of Support” must be planned and executed in a manner that is equally accessible to women, girls, boys, and men of all ages, nationalities, religions, and abilities, including people and children with disabilities and representatives of minorities and marginalized communities.
- **Zero Tolerance for Sexual Exploitation and Abuse (SEA):** Sexual exploitation and any other forms of violence, including verbal harassment, by individuals participating in the implementation of NGO “CPA “Hand of Support” projects are serious offenses and grounds for immediate termination of cooperation. Any forms of sexual relations with children (persons under 18 years of age), even if consensual and/or with the consent of the child and/or their parents or guardians, are strictly prohibited for employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female) (ambassadors) of NGO “CPA “Hand of Support.” Sexual relations between employees (male and female) and beneficiaries (women, girls, boys, or men receiving support) are strongly condemned as they are based on inequality. Such relations undermine the credibility and consistent humanitarian work of the organization.
- **Zero Tolerance for Exploitation:** Offering money, goods, services, or employment in exchange for sex, sexual acts, or any other behavior aimed at exploiting another person is prohibited. This also includes the exchange of goods or services that are part of the support provided to beneficiaries (male and female).
- **Zero Tolerance for Corruption, Conflicts of Interest, and Falsification:** Any forms of favoritism, non-transparent promotion, bribery, exchange of services between interested parties, and nepotism are prohibited. Falsification of data used in the activities of NGO “CPA “Hand of Support,” including report data and personal data of beneficiaries (male and female), is strictly prohibited and may lead to the immediate termination of contracts with the responsible employee.
- **Rule of Law Principle:** Employees (male and female), volunteers (male and female), partners (male and female), and representatives (male and female) (ambassadors) of NGO “CPA “Hand of Support” operate based on the rule of law in accordance with current Ukrainian, foreign, and international legislation.

Obligations of Employees (Male and Female), Volunteers (Male and Female), Partners (Male and Female), Representatives (Male and Female) (Ambassadors), and Other Individuals Involved in the Implementation of Projects by the NGO “CPA “Hand of Support”:



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1. I commit to not abusing the power and resources I have due to my work in relation to the lives and well-being of others, primarily the beneficiaries (male and female) of the organization.
2. I will never demand any service or help from beneficiaries (male and female) in exchange for protection or support from me.
3. I will never enter into relationships based on emotional, financial, sexual, or labor exploitation of beneficiaries (male and female). I will not support or participate in any illegal activities or activities related to exploitation and violence, including promoting child labor or human trafficking.
4. I will adhere to appropriate standards of behavior when hiring a former beneficiary (male and female) or using other opportunities for exchange of private services. I commit to providing a written report to my direct manager regarding all terms of such an exchange, if applicable.
5. I will not engage in sexual relations with a child under the age of 18. Lack of knowledge about the true age of the child, their consent, or the consent of their parents/guardians does not mitigate responsibility for violating this obligation.
6. I will not engage in sexual exploitation and abuse of beneficiaries (male and female) and will pay particular attention to the needs of women and children, as well as other especially vulnerable and marginalized groups (veterans, minorities, representatives of remote or frontline communities, people and children with disabilities, LGBTQI+ community members, etc.).
7. I will not support or engage in the exchange of sexual services for money.
8. I am aware that the organization strongly condemns sexual relationships between its employees (male and female) and beneficiaries (male and female), even if they are not based on exploitation or violence. If I enter into such relationships with beneficiaries (male and female) that I consider free from exploitation motives and based on mutual consent, I commit to informing my manager about them and requesting their guidance on the next steps, knowing they will exercise proper caution when considering this matter.
9. I will care for and protect the authority, good name, and trust in my organization.
10. I will take all possible and appropriate measures to protect all forms of material and intellectual property of the NGO “CPA “Hand of Support” This requirement applies not only to the risk of loss or harm but also to the careful use of the material and technical, as well as intangible, property of the NGO.
11. I will adhere to the rules of confidentiality regarding information that may be provided in any form: written, electronic, or oral. Disclosure refers to transmitting information to a third party that is neither an employee (male or female) of the NGO “CPA “Hand of



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Support” nor a person associated with the tasks being performed. In cases where disclosure of confidential information is necessary, I must obtain permission from the NGO’s Director.

12. As a leader, I will not support or participate in any form of harassment in the workplace, including sexual harassment and abuse of power. I will strictly condemn such behavior and do everything within my power to ensure it is immediately stopped, and the person responsible is held accountable both internally and externally.
13. As a leader, I understand that intimate or sexual relationships with beneficiaries (male and female) constitute a conflict of interest and a potential for abuse of power on my part. I am aware that the organization strongly condemns such relationships. I commit to resolving this conflict of interest as soon as possible, should it occur.

Employees (male and female) who have legitimate concerns or suspicions regarding sexual exploitation or abuse by another employee (male and female), or violations of any principles or obligations outlined in this Code of Conduct, regardless of whether they work directly in the same team, must report their behavior through the complaints system or in any other way they consider most relevant and effective. In particular, this can be done by sending an anonymous letter to the email helphand.kr@gmail.com or by reporting such suspicions (including anonymously) to their immediate supervisor, the person responsible for SEA and incident investigation, or the Director of the NGO “CPA “Hand of Support.”

Responsibility for violating any principle or obligation outlined in this Code of Conduct will be taken seriously, as they reflect the values and general approaches to work of the NGO “CPA “Hand of Support” Such a violation will automatically lead to the termination of the contract with the employee (male or female), volunteer (male or female), partner (male or female), or representative (male or female) (ambassador), against whom there is a substantiated suspicion, supported by the testimony of other employees (male and female), volunteers (male and female), or other interested parties, or by other evidence. Furthermore, such violations, if necessary, will be reported to the law enforcement authorities.

Employees (male and female) providing humanitarian assistance must create and develop an environment that prevents sexual exploitation and all forms of violence, promoting adherence to this Code of Conduct.

**Head of the NGO
“CPA “Hand of Support”**



S.I. Timofieieva