



ShelterBox

Disaster relief

ShelterBox Code of Conduct

Version 2.0

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1. Policy Statement

ShelterBox has a zero-tolerance approach to exploitation and abuse.

We believe that everyone, regardless of race, faith or no faith, disability, age, sex, gender or gender identity (including self-identified), sexual orientation, maternity, paternity and/or make-up of family unit, wealth and socio-economic status has the right to be protected from all forms of harm, abuse, neglect, harassment and exploitation by employees, volunteers, or other ShelterBox representatives¹. We therefore expect the highest degree of ethical conduct amongst all our employees, volunteers and other ShelterBox representatives.

To help increase understanding, this Code of Conduct details ShelterBox's expectations of all those who represent us.

We recognise that there are unequal power dynamics across the organisation and in relation to those we serve, and that we face an inherent risk of some individuals exploiting their position of power for personal gain.

ShelterBox will not tolerate its employees, volunteers or any other representatives associated with the delivery of its work carrying out any form of harassment, abuse or exploitation.

It is the responsibility of all representatives of ShelterBox to raise concerns you have; or those that are reported to you according to this code. It is not your responsibility to decide whether or not harassment, abuse, or exploitation has occurred.

ShelterBox commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

¹ *In addition to employees and volunteers, ShelterBox representatives may include trustees, affiliates, partner organisations, consultants, contractors (including freelance photographers, drivers, fixers etc.), casual labourers, donors, Rotarians, and anyone else who is representing ShelterBox.*

Receiving feedback and responding to reports of alleged breaches of this Code of Conduct, is an important part of improving ShelterBox's accountability. The effective handling of reports, and the learning opportunity from managing them, is important to the success of ShelterBox. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

2. Purpose and Scope

This Code of Conduct applies to ShelterBox and is global in its application. The Code of Conduct applies to employees, volunteers and other ShelterBox representatives.

The purpose of this Code of Conduct is to clarify the conduct expected. This code is always applicable. Breach of the ShelterBox Code of Conduct is grounds for disciplinary action, up to and including dismissal / termination of contract.

Whilst recognising that local laws and cultures differ considerably from one country to another, ShelterBox is an international non-governmental organisation. Therefore, this Code of Conduct is developed from international and UN standards. You are expected to uphold local law wherever you operate, except where the Code of Conduct is more stringent, in which case the Code applies.

This Code of Conduct does not form part of an employees' terms and conditions of employment and may be subject to change at the discretion of management.

As a humanitarian organisation, ShelterBox adheres to the four humanitarian principles of humanity, neutrality, impartiality and independence.

3. Responsibilities

As a representative of ShelterBox, I will:



Uphold the integrity and reputation of ShelterBox by ensuring that my professional and personal conduct is consistent with ShelterBox values and standards.

- **I will treat all people fairly, with respect and dignity and ensure that all team members feel included, respected and listened to.**
- **I will demonstrate integrity, truthfulness, dedication and honesty in my actions.**
- **I will observe all local laws and be sensitive to local custom.**
- **I will meet all my private legal and financial obligations, and will not seek to take personal advantage of any privileges conferred on me in my role as a representative of ShelterBox.**
- **I will seek to ensure that my conduct (and the conduct of the team) does not bring ShelterBox into disrepute and does not impact/undermine my ability to perform the role.**
- **I will report breaches of the Code of Conduct by any other team member via the appropriate channels as detailed in section 5 of the Code of Conduct. If I feel that the issue has not been dealt with effectively, then I will refer to the Disclosure of Malpractice (Whistleblowing) Policy.**
- **I will never bring/consume drugs or alcohol on ShelterBox premises or place of work (unless alcohol has been previously authorised by senior management for an approved social occasion). 'At work' includes operational deployments, training courses, events, working on other sites/premises etc.**
- **I will moderate my alcohol levels during downtime on operational deployments in line with the ShelterBox Alcohol and Drugs Policy.**
- **I will not be involved in criminal or unethical activities, activities that contravene human rights, or activities that compromise the image and interests of ShelterBox.**



Not engage in abusive or exploitative conduct

- **As ShelterBox is committed to the highest standards of protection and care for children, I shall not engage in sexual activities with any person under the age of 18 years, nor participate in any activity that could be construed as sexual exploitation of anyone.**
- **I will avoid, and never initiate, physical contact with minors.**
- **I will ensure that I am not left alone with a child or children.**
- **I will never engage in any form of sexual activity with at risk adults, recipients of ShelterBox assistance, those persons affected by disaster, members of the affected community, or any other person of concern. I understand that these relationships are based on inherently unequal power dynamics.**
- **I understand that ShelterBox strictly prohibits staff, volunteers, and other ShelterBox representatives from buying sex.**
- **I will not physically, emotionally, or psychologically abuse anyone, including but not limited to members of the affected population, children, or at risk adults.**
- **I will not tolerate any form of harassment, discrimination, physical or verbal abuse, intimidation or favouritism.**
- **I will not exchange money, employment, goods or services for sexual favours, or any other form of degrading or exploitative behaviour. This includes exchange of any assistance already due.**
- **I will act responsibly when hiring or otherwise engaging persons affected by disaster and other persons of concern.**
- **I will not engage in sexual activity with any ShelterBox representative, where there is potential to abuse power.**

- **If I start a relationship with any ShelterBox representative, I will report this to my line manager or the HR Team immediately. I will behave professionally and conduct the relationship in a way that does not impact ShelterBox activities.**

Ensure the safety, health and welfare of all ShelterBox staff, volunteers and other ShelterBox representatives

- **I will adhere to all legal and organisational health and safety requirements in force at my location of work.**
- **I will comply with any local security guidelines and be pro-active in informing management of any necessary changes to such guidelines.**
- **I will behave in a manner such as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including partner organisations and communities with whom we work.**
- **I will remain aware of and comply with all instructions designed to protect my health, welfare and safety. If I have doubts regarding an instruction that I consider threatening to my safety or the safety of other persons, I will bring this immediately to the attention of my line manager/lead ShelterBox representative or the Safety and Security Advisor.**
- **I will endeavour to ensure that the health and well-being of ShelterBox representatives and their families are not subjected to undue risk. I will promote a healthy work-life balance for ShelterBox representatives.**

Be responsible for the use of information, assets and resources entrusted to me in a responsible manner and will account for all money and property.

- **I will exercise due care in all matters of official business, and not divulge any confidential information relating to team members, work-related**



matters, or any other sensitive information (unless legally required to do so).

- I will ensure that I use ShelterBox assets and resources entrusted to me in a responsible manner and will account for all money and property.
- I will not use ShelterBox IT equipment, software, email or social media platforms to engage in activity that is illegal under local or international law; or that encourages conduct, which would constitute a criminal offence.
- I will not use IT equipment to view, download, create, distribute or save in any format inappropriate or abusive material.

Perform my duties and conduct my private life in a manner that avoids conflicts of interest

- I will declare any financial, personal or family (or close intimate relationship) interest in matters of official business which may impact the work of ShelterBox.
- I will not be involved in awarding benefits, contracts for goods or services, employment or promotion within ShelterBox, to any person with whom I have a financial, personal, family (or close intimate relationship) interest.
- I will not accept significant gifts, favour, or remuneration from governments, communities with whom we work, partners, donors or suppliers, as a result of my work/volunteering with ShelterBox.
- I will seek permission before agreeing to be nominated as a prospective candidate or another official role for any political party.
- I will avoid assisting private persons or companies in their undertakings with ShelterBox where this might lead to actual or perceived preferential treatment.

- My actions will be free of any consideration of personal gain. I will resist any undue political pressure in decision-making. I will neither seek nor accept instructions regarding performance of my duties from any government, any national authorities, or from an authority external to ShelterBox.

To contribute to an international culture based on team spirit, mutual respect and understanding.

- I will allow all team members the opportunity to have their views heard, and to contribute from their knowledge and experience to team efforts.
- I will communicate openly and share relevant information (subject to confidentiality) with other team members, and will endeavour to respond in a timely manner to queries.
- I will respect the privacy of team members and avoid misinformation.
- I will seek to resolve differences and solve problems when they arise. I will contribute to building constructive dialogue, guided by mutual respect and an open, positive approach.
- I will provide timely feedback on the performance of each team member through guidance, motivation and full recognition of their merits.

4. Complaints and reports

ShelterBox staff, volunteers, and other ShelterBox representatives must report any potential breaches of this Code i.e. incident, abuse or concern that they witness, are made aware of, or suspect. Staff, volunteers or other ShelterBox representatives reporting concerns are protected by the *Disclosure of Malpractice (Whistleblowing) Policy*.



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For any instance not related to safeguarding, the Complainant should report to one of the contacts below (as appropriate), who will deal with the matter in confidence:

- A member of the Executive Team
- A member of the Board of Trustees
- The HR Team
- Chief Executive Officer (CEO)
- Volunteer Development Manager
- Head of Legal and Risk
- Safety and Security Advisor
- Your named contact
- Utilise the Independent Whistleblowing Service (details below)
- You may also raise an allegation by letter: Disclosure of Malpractice. C/o HR Department, ShelterBox HQ, Falcon House, Truro, Cornwall TR1 2PH. The HR department will acknowledge all allegations.

For any instance related to safeguarding, the Complainant should report using one of the channels below (further information on raising a safeguarding concern can be found in the *Safeguarding Policy*).

- Contact safeguarding@shelterbox.org
- Utilise the independent whistleblowing service (details below)
- You may also raise an allegation by letter: Disclosure of Malpractice. C/o HR Department, ShelterBox HQ, Falcon House, Truro, Cornwall TR1 2PH. The HR department will acknowledge all allegations.

ShelterBox independent whistle blowing service:

- If you don't feel able to report a concern or complaint to ShelterBox directly, we have an independent, confidential reporting mechanism provided by Safecall where you can raise your concerns. Any matters raised will be treated in strict confidence. Please include your name and contact



details in correspondence, however you can remain anonymous if you wish. You can contact Safecall 24 hours a day, seven days a week:

- **By Freephone**
 - **UK: 0800 9151571**
 - **Philippines: 1800 14410499**
 - **Other numbers are also available – please visit the Safecall website (below) for further details.**
- **Via the web: <https://report.safecall.co.uk>**

Note: Safecall will not disclose your name to ShelterBox if you wish to remain anonymous.

Outcomes of Misconduct

Anyone found to contravene this code will be subject to disciplinary action, which may include dismissal / termination of contract, reporting to the appropriate authorities and / or a criminal investigation. Where this involves a partner organisation, this will be directly addressed with the partner and may risk withdrawal of funding or ending the relationship.

5. Statement of Commitment

I confirm that I have read and understood ShelterBox’s Code of Conduct and agree to comply with this at all times. I acknowledge that my failure to adhere to the Code of Conduct may result in disciplinary action, up to and including dismissal / termination of contract.

Name	
Signature	
Date	



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