

Policy owner	Chief Executive
Policy lead	Corporate Policy Manager
Audience	All of our people
Formally endorsed by	Executive Leadership Team
Last reviewed	April 2022
Next review	April 2025

Code of Conduct ('the Code')

At the British Red Cross, our vision is of a world where everyone gets the help they need in a crisis. Our mission is to mobilise the power of humanity so that individuals and communities can prepare for, deal with and recover from crises.

We care about what we do, and how we do it. This Code of Conduct governs all of us at the British Red Cross. It sets out the expectations we have of our people, thereby aiming to show you what it means to be part of the British Red Cross. We created the Code to clearly articulate our values, as well as our obligations to one another and the people we help, thus reinforcing the exceptional level of respect we have for one another across our organisation.

Scope

“Our people/we/you/us” in this Code refers to employees (UK-based and overseas delegates), consultants, volunteers, interns, staff-on-loan and those working under our name and legal status. We aim to ensure that the organisations and individuals with whom we work reflect our values and Fundamental Principles. This Code also applies to individuals with whom we have a close but indirect association, such as staff of partners acting in cooperation with us.

Aim and Commitments

We aim to ensure that the organisations and individuals we work with reflect our values, consistent with the Fundamental Principles of the International Red Cross and Red Crescent Movement (Fundamental Principles), which is the foundation of our Code. These principles (Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality) preside over everything we do as individuals and as an organisation. We've also identified four organisational values that collectively guide our decisions and actions at the British Red Cross: compassionate, courageous, dynamic and inclusive.

We are committed to creating a safe, inclusive and collaborative environment.

Our Code highlights these key areas, and ensures that we uphold the highest ethical, professional and quality standards in the support we provide to people in crisis and to each other.

The Code – our expectations

1. We will act consistently with the **Fundamental Principles**. This means that we are required at all times to maintain our neutrality, independence and impartiality, thereby ensuring that

we act in the best interests of the organisation and our service users.

2. We will follow our policies and procedures; contractual terms and conditions of service; and the guidance provided as part of specific handbooks we have developed for particular audiences (for example, Employee, Volunteer and Delegate Handbooks).
3. We will comply with applicable laws of the United Kingdom, as well as applicable laws in the countries in which we are present (for example, when travelling on official business).
4. We will be an inclusive organisation. We will **respect all people equally**. We have a humanitarian, ethical and legal responsibility to celebrate and champion equality and diversity. **We have a zero tolerance policy towards harassment**, bullying, abuse, discrimination, exploitation or violence.
5. We have a zero tolerance policy towards all forms of sexual exploitation, sexual abuse, or sexual violence. This includes exchange of money, employment, goods or services for sex, including use of sex trade workers; sexual favours or other forms of humiliating, degrading or exploitative behaviour; sexual activity with anyone that look to, or benefit from, our services or programmes we support; or with anyone under 18. No one is permitted to use our offices or equipment to access or distribute pornographic material.
6. We will demonstrate our organisational values in practice through the internal and external conduct we have set out in the Values in Action and Mutual Expectations, and to bring to life our four organisational values: compassionate, courageous, dynamic and inclusive.
7. We will **respect the emblems of the red cross, red crescent and red crystal**, using them consistently with applicable rules.
8. We will **act ethically**. We have a zero tolerance policy towards fraud, bribery and corruption (including money laundering and funding terrorism), and will take action against those who commit or assist anyone committing fraud.
9. We will declare any gifts or hospitality, and to **manage any conflicts of interest** according to our internal process.
10. We will handle all **confidential and sensitive information** with the greatest care; especially to protect data relating to people who use our services.

Reporting a problem

We know that you'll do your best work if you're happy and comfortable in your surroundings, so we take any concerns raised seriously. We all have a duty to report concerns or suspicions regarding any violation by a colleague (whether our people or an individual working for a partner). You can confidentially report using **Safecall**, an impartial and external ethics hotline. You won't be at risk of losing your role or suffering any form of reprisal if you report a concern and appropriate steps will be taken to protect anyone reporting a concern.

Breaches

Breaches of the Code will be subject to disciplinary measures in accordance with the disciplinary

policy and procedure for staff, and the volunteer complaints, issues and concerns policy and procedure for volunteers.

Questions?

If you have any general queries, in the first instance we would encourage you to speak with your line manager or your manager's manager.

For general inquiries, please be in touch with:

- > P&L Advice and Casework (UK based staff and volunteers)
- > International Human Resources, People and Learning (International staff)
- > Governance Support Unit, CEO's Office (leadership or policy queries)
- > International Law, International (use of the emblem, and the Fundamental Principles, both in the UK and overseas)