

Caritas Kosova

Code of Ethics & Code of Conduct for Staff

(based on that of Caritas Internationalis)

Striving to live our values:

Code of Ethics for Caritas Kosova, based on that of Caritas Internationalis¹

Introduction

The work of Caritas Kosova, as well as Caritas Internationalis, is motivated, oriented and defined by Holy Scripture, the teaching and tradition of the Catholic Church and a loving personal encounter with people in need². “Caritas is the Church’s caress to her people”³ and embodies a preferential option for and with those who are poor, excluded or marginalised. Caritas strives to secure the integral development of the whole person, and to relieve the suffering caused by catastrophes, conflicts & injustice.

Article 1.3 of Caritas Internationalis’ Internal Rules prescribes that: “Member organisations must meet minimum standards of governance, organisational infrastructure, financial viability and accountability, and compliance with ethical codes of conduct, as decided by the Representative Council. They remain autonomous in their juridical, financial and contractual status.”

In addition to the Statutes and Internal Rules which provide the canonical legal framework for Caritas Internationalis, several standards and guidelines have been developed for the work of the Confederation, including the following, the status of which has not changed:

¹ Caritas Internationalis is the global confederation of 164 Catholic Church national member organisations providing humanitarian assistance, development, social services and advocacy in some 200 countries and territories of the world.

² “When you meet with the one in greater need, your heart will begin to enlarge, to enlarge, to enlarge! Because our coming together multiplies our capacity to love – our meeting with another enlarges our heart. Do it!”, Pope Francis, Video Message on the Feast of Saint Cajetan, 07 August 2013 (<http://www.zenit.org/en/articles/pope-francis-message-for-the-feast-of-saint-cajetan>).

³ “Pope Francis: A Church Without Charity Does Not Exist,” May 16, 2013, <http://news-wire.crs.org/pope-francis-a-church-without-charity-does-not-exist>

- The Caritas Partnership Guiding Principles (2003)
- Caritas Internationalis Child Protection Policy Framework (2004)
- Caritas Internationalis Guidelines on Relations with the Military (2006)
- Caritas Internationalis Guidelines on Environmental Justice (2006)
- Caritas Internationalis Emergency Guidelines (2007)
- Caritas Internationalis Management Standards (2013)

Caritas Internationalis is also a signatory to:

- The Code of Conduct for the International Red Cross and Red Crescent Movement and Non-governmental Organisations
- The Sphere Project's Humanitarian Charter and Minimum standards in Disaster Response.

In addition, as a major network in the international humanitarian and development community, Caritas Internationalis actively seeks to improve its work and incorporate good practice as it develops.

The following Code of Ethics is based upon and summarises in one normative statement the values and principles contained in the above, which comprise the overarching ethical framework to which all members and staff⁴ are expected to adhere. In all its work, Caritas Internationalis, its Members and staff aspire to embody these values and principles, and in so doing to be active witnesses to Christ's compassion at work in the world.

⁴ For the purposes of this Code, "staff" refers to board members, employees, volunteers, consultants and all those who act as agents of the Confederation at all levels.

The Minimum Standards of Caritas Internationalis prescribe how this Code of Ethics is translated into organisational policy and behaviour, and include a procedure for assessing Members' compliance. The "Code of Conduct for Staff" describes the behaviour that is expected of all Caritas staff.

Caritas Internationalis is confident that the majority of its Members and staff act with great conscience and integrity, and exemplify the values and principles of this Code of Ethics, without needing explicit statements. This document is a guiding norm for Members of Caritas Internationalis and staff at all levels. However, by means of this Code of Ethics we ensure greater clarity and consistency across the Confederation, above all in its identity and ecclesial mission. Members of the Caritas Confederation are expected either: to i) adopt this Code of Ethics and operating principles as written, or ii) adapt it for their own organisations, ensuring consistency between the two. It is intended that diocesan Caritas will also adopt this Code of Ethics but where this is not the case and programme implementation is undertaken by dioceses or other partners on behalf of Caritas Internationalis members, the latter must ensure through specific agreements that these minimum standards are appropriately applied.

This Code should be included in national and diocesan Caritas' Human Resources policies, and staff in these organisations should receive a copy of it, be trained on the Code and be expected to abide by it.

Values and Principles:

All human life is sacred from conception to natural death. Made in the image and likeness of God, all women and men are created with unique dignity since they “stand above all things, and [their] rights and duties are universal and inviolable”⁵. “By his innermost nature man is a social being, and unless he relates himself to others he can neither live nor develop his potential.”⁶ “All of social life is an expression of its unmistakable protagonist: the human person,”⁷ who, “far from being the object or passive element of social life is rather, and must always remain, its subject, foundation and goal.”⁸ “This social order requires constant improvement. It must be founded on truth, built on justice and animated by love; in freedom it should grow every day toward a more humane balance.”⁹

Human dignity and the social nature of the human person are the foundation and inspiration for a moral vision of society which will be achieved if we live by the following values and principles:

⁵ Vatican Council II, Pastoral Constitution on the Church in the Modern World: *Gaudium et Spes* (http://www.vatican.va/archive/hist_councils/ii_vatican_council/documents/vat-ii_const_19651207_gaudium-et-spes_en.html), #26.

⁶ *ibid*, paragraph 12.

⁷ Pontifical Council for Justice and Peace, *Compendium of the Social Doctrine of the Catholic Church*, #106, http://www.vatican.va/roman_curia/pontifical_councils/just-peace/documents/rc_pc_just_peace_doc_20060526_compendio-dott-soc_en.html

⁸ Pius XII, Radio Message of 24 December 1944, 5: AAS 37 (1945), 12

⁹ *Gaudium et Spes*, #26.

Values

1. **Justice:** responding to the call of faith, we strive to build a just moral order and “right relationships” within our own lives and organisations, the communities in which we work, and the whole of God’s creation. We accompany, serve and plead the cause of those made poor and pushed to the margins, helping them to transform the societies in which they live and the structures that keep them poor.
“Society ensures social justice when it provides the conditions that allow associations or individuals to obtain what is their due, according to their nature and their vocation. Social justice is linked to the common good and the exercise of authority.”¹⁰
2. **The common good:** the enjoyment of human dignity and ability to grow in community is affected by the way we organise our society: socially, religiously, culturally, economically, ecologically, legally and politically. We work within the universal communion of the Catholic Church, and with other religious traditions, governments, wider civil society and all in authority, to protect human dignity, fulfil individual and social rights and responsibilities, and promote the common good.

“A society that wishes and intends to remain at the service of the human being at every level is a society that has the common good – the good of all people and of the whole person – as its primary goal. The human person cannot find fulfilment in himself, that is, apart from the fact that he exists “with” others and “for” others.”¹¹ The common good is always oriented towards the progress of persons: “The order of things must be subordinate to the order of persons, and not the other way around.”¹²

¹⁰Catechism of the Catholic Church, #1928.

¹¹Compendium of the Social Doctrine of the Church, #165.

¹²Gaudium et Spes, #26/3

3. **Integral Human Development:** we view development as based on a holistic understanding of the human person, within the context and experience of the family and the wider community, embracing spiritual, psychological, emotional, physical, material and economic elements.

Wherever we work we strive for the development of the whole person and the whole community, and transform unjust social systems. In our work we ensure strong and consistent links between the relief, rehabilitation and developmental components.

“To be authentic, [development] must be well rounded; it must foster the development of each man and of the whole man... Man is truly human only if he is the master of his own actions and the judge of their worth, only if he is the architect of his own progress. He must act according to his God-given nature, freely accepting its potentials and its claims upon him.”¹³

4. **Compassion:** united in one human family we are profoundly moved by the suffering of others and have a moral duty to recognise the humanitarian imperative to respond. This duty is essential both to our identity as a Catholic organization and to our membership of the human family. Thus, as members of the international community, we recognise our obligation to provide humanitarian assistance and the duty of others to ensure unimpeded access for us to do so.

¹³Pope Paul VI, *Populorum Progressio*, On the Development of Peoples, # 14 and 34 (1967), www.vatican.va/holy_father/paul_vi/encyclicals/documents/hf_p-vi_enc_26031967_populorum_en.html

“The Christian’s programme – the programme of the Good Samaritan, the programme of Jesus – is a ‘heart that sees.’ This heart sees where love is needed and acts accordingly.”¹⁴ As Jesus told us: "In truth I tell you, in so far as you did this to one of the least of these brothers of mine, you did it to me."¹⁵

5. Preferential Option for and with the Poor and Oppressed: in accordance with the Gospel of Jesus, we choose to accompany those who are poor, marginalised or oppressed. We are committed to combating the dehumanising poverty that robs people of their dignity and humanity. We are guided by Christian Scripture to work for freedom of the oppressed and an equitable sharing of the gifts of the earth and to help the marginalized be responsible for their own development. We take up the cause of people who are poor as our own, putting ourselves alongside them. To this degree we will take a stand alongside them in their need and confront the injustice they face.

“This rather is the fasting that I wish: releasing those bound unjustly, untying the thongs of the yoke; setting free the oppressed, breaking every yoke; sharing your bread with the hungry, sheltering the oppressed and the homeless; clothing the naked when you see them, and not turning your back on your own.”¹⁶

“The fight against poverty finds a strong motivation in the option or preferential love of the Church for the poor.”¹⁷ “Let us look at the poor ‘not as a problem, but as people who can become the principle builders of a new and more human future for everyone.’”¹⁸

¹⁴Pope Benedict XVI, *Deus Caritas Est*, #31(2005), http://www.vatican.va/holy_father/benedict_xvi/encyclicals/documents/hf_ben-xvi_enc_20051225_deus-caritas-est_en.html

¹⁵Matthew 25:40

¹⁶Isaiah 58:6-7

¹⁷CF John Paul II, *Address to the Third General Conference of Latin American Bishops, Puebla, Mexico*, (28 January 1979), I/8: AAS 71 (1979), 194-5.

¹⁸John Paul II, *Message for the World Peace Day 2000*, http://w2.vatican.va/content/-john-paul-ii/en/messag-es/peace/documents/hf_jp-ii_mes_08121999_xxxiii-world-day-for-peace.html

6. **Respect:** we respect religious traditions, culture, structures and customs in so far as they enhance and uphold the dignity of the human person. “A just society can become a reality only when it is based on the respect of the transcendent dignity of the human person.”¹⁹

7. **Solidarity:** we work in solidarity with people who are poor and marginal, thereby achieving the fruits of peace, justice and human development. Solidarity binds us together in the common vision of establishing a world where all human beings receive what rightly belongs to them as sons and daughters of God. “Solidarity highlights in a particular way the intrinsic social nature of the human person, the equality of all in dignity and rights and the common path of individuals and peoples towards an ever more committed unity.”²⁰

¹⁹Compendium of the Social Doctrine of the Church, 132.

²⁰Pontifical Council for Justice and Peace: “Compendium of the Social Doctrine of the Church” (http://www.vatican.va/roman_curia/pontifical_councils/justpeace/documents/rc_pc_justpeace_doc_20060526_compendio-dott-soc_en.html, #192).

Principles:

- 1. Partnership:** “authentic partnership means a long-term commitment to agreed objectives based on shared values, strategies, and information. It is characterised by honest feedback, joint planning, accompaniment, transparency, and accountability on both sides, and a genuine openness and sensitivity to the other’s needs, feelings, expertise, experience, and wisdom. It is based on mutual respect, trust and goodwill. Effective partnership creates solidarity among member organisations, other organisations that share our vision, and the communities and people with whom we work.”²¹
“...Caritas Internationalis promotes cooperation among its members, without diminishing their due autonomy, by carrying out tasks of encouragement, coordination, representation and capacity building.”²²
- 2. Subsidiarity:** we ensure that power, decisions and responsibility are devolved to the lowest level at which they can be properly exercised. In so doing we will strive to maximise and build upon local abilities and resources. Central to our identity as Caritas are the national, diocesan and parish members, and we will all strive to promote and strengthen these to enable them to assume greater autonomy and responsibility. “Just as it is gravely wrong to take from individuals what they can accomplish by their own initiative and industry and give it to the community, so also it is an injustice and at the same time a grave evil and disturbance of right order to assign to a greater and higher association what lesser and subordinate organizations can do. For every social activity ought of its very nature to furnish help of the body social, and never destroy and absorb them.”²³

²¹Caritas Internationalis, Caritas Partnership Principles: A Caritas Internationalis Handbook for Reflection and Action (Rome, 2003, <http://www.caritas.org/who-we-are/publications-and-resources/>)

²²Statutes of Caritas Internationalis, article 1.5

²³Pope Pius XI, Encyclical Letter Quadragesimo Anno, #79, http://w2.vatican.va/content/pius-xi/en/encyclicals/documents/hf_p-xi_enc_19310515_quadragesimo-anno.html

3. **Participation:** we ensure that people we serve are involved in the design, management and implementation of the projects we undertake on their behalf and the associated decisions from assessment through to evaluation. Participation is an expression of human dignity and implies shared responsibility for the human community. Caritas is committed to development processes that prioritise active participation as the foundation of a democratic and inclusive society.
- “...man's personal dignity involves his right to take an active part in public life, and to make his own contribution to the common welfare of his fellow citizens...”²⁴
4. **Empowerment:** we help people develop and realise their full potential, and build mutually respectful relations, so they can control and improve their quality of life. Through integral human development and empowerment, we will promote active, powerful local communities with members playing a significant role in civil society.
- “I hope there will be noise... But I want you to make yourselves heard in your dioceses, I want the noise to go out, I want the Church to go out onto the streets, I want us to resist everything worldly, everything static, every thing comfortable... everything that might make us closed in on ourselves. The parishes, the schools, the institutions are made for going out.”²⁵

²⁴Pope John XXIII, *Pacem In Terris*, On Establishing Universal Peace In Truth, Justice, Charity, and Liberty (1963), #26, www.vatican.va/holy_father/john_xxiii/encyclicals/documents/hf_j-xxiii_enc_11041963_pacem_en.html

²⁵ Pope Francis, Address to Meeting with Young People from Argentina, Rio de Janeiro, 25 July 2013, (http://www.vatican.va/holy_father/francesco/speeches/2013/july/documents/papa-francesco_20130725_gmg-argentini-rio_en.html)

5. **Independence:** we as Caritas members determine our operational priorities and programmes and do not allow ourselves to be used as instruments of national or foreign economic or political interests, especially when such are not in conformity with Catholic Church Teaching.
“Positive signs in the contemporary world are the growing awareness of the solidarity of the poor among themselves, their efforts to support one another, and their public demonstrations on the social scene which, without recourse to violence, present their own needs and rights in the face of the inefficiency or corruption of the public authorities.”²⁶
6. **Stewardship and Accountability:** we will make every effort to be accountable to those whom we serve, those who support our work and society at large. We also ensure good stewardship of the resources entrusted to us.
“At times it happens that those who receive aid become subordinate to the aid-givers, and the poor serve to perpetuate expensive bureaucracies which consume an excessively high percentage of funds intended for development. Hence it is to be hoped that all international agencies and non-governmental organizations will commit themselves to complete transparency, informing donors and the public of the percentage of their income allocated to programmes of cooperation, the actual content of those programmes and, finally, the detailed expenditure of the institution itself.”²⁷
7. **Equality, universality, impartiality and openness to all peoples:** all women and men, girls and boys are created equal and make their own unique contributions to our world, collectively realising that which is fully human. We commit ourselves to equal and active participation of women and men, girls and boys in all our work.

²⁶ Sollicitudo Rei Socialis, Pope John Paul II, For the Twentieth Anniversary of “Populorum Progressio (1987), #39 http://www.vatican.va/holy_father/john_paul_ii/encyclicals/documents/hf_jp-ii_enc_30121987_sollicitudo-rei-socialis_en.html

²⁷ Pope Benedict XVI, Caritas in Veritate, 2009, #47, http://www.vatican.va/holy_father/benedict_xvi/encyclicals/documents/hf_ben-xvi_enc_20090629_caritas-in-veritate_en.html

We serve people impartially, particularly those who are poorest and most vulnerable, according to objective assessments of their situations and the needs they express, irrespective of race, age, sex, physical ability, ethnicity, creed or political persuasion, indeed without adverse distinction of any kind.

“We must... recognize, affirm and defend the equal dignity of man and woman: they are both persons, utterly unique among all the living beings found in the world.”²⁸... Giving women opportunities to make their voice heard and to express their talents through initiatives which reinforce their worth, their self-esteem and their uniqueness would enable them to occupy a place in society equal to that of men.”²⁹

8. **Protection:** we strive to ensure the safety of those with and for whom we work, especially children in accordance with the UN Convention on the Rights of the Child, national legislation and Caritas’ Child Protection Framework (2004) and other good practice.

“I wished to acknowledge personally the suffering inflicted on the victims and the honest efforts made both to ensure the safety of our children and to deal appropriately and transparently with allegations as they arise... Just as the Church is rightly held to exacting standards in this regard, all other institutions, without exception, should be held to the same standards.”³⁰

²⁸ Pope Benedict XVI, Meeting with Catholic Movements for the Promotion of Women, St. Anthony’s Parish, Luanda, Angola, 22 March 2009, http://www.vatican.va/holy_father/benedict_xvi/speeches/2009/march/documents/hf_ben-xvi_spe_20090322_promozione-donna_en.html

²⁹ Pope Benedict XVI, Post-synodal Apostolic Exhortation *Africae Munus* (2011), #57, http://www.vatican.va/holy_father/benedict_xvi/apost_exhortations/documents/hf_ben-xvi_exh_20111119_africae-munus_en.html

³⁰ Pope Benedict XVI, Address to the Bishops of the United States of America on their Ad Limina Visit, 26 November 2011, Vatican City, http://www.vatican.va/holy_father/benedict_xvi/speeches/2011/november/documents/hf_ben-xvi_spe_20111126_bishops-usa_en.html

9. **Local economies:** whenever possible we use local resources and products and support the local economy wherever possible, in so far as doing so does not exhaust supplies or cause exceptional inflation.
“Subsidiarity, understood in the positive sense, [is] economic, institutional or juridical assistance offered to lesser social entities... Their initiative, freedom, and responsibility must not be supplanted.”³¹
10. **Care for creation and attention to environmental impact:** we protect people and the planet, promoting right relationship with all of God’s creation, since the planet and all its resources are entrusted to humankind. Acting as true stewards of all creation, we consider the environment and the heritage of future generations in the planning and implementation of all our work.
“Cultivating and caring for creation is an instruction of God which he gave not only at the beginning of history, but has also given to each one of us; it is part of his plan; it means making the world increase with responsibility, transforming it so that it may be a garden, an habitable place for us all...”³²
11. **Coordination:** we will coordinate closely with national governments and local authorities, churches, other religious organisations, civil society, other members of the relief and development communities, and all other relevant stakeholders.
“Born from an impulse of this Apostolic See which then supervised and directed its activity, Caritas Internationalis is made up of a Confederation of charitable agencies, usually the national branches of Caritas. This Confederation, far from limiting the autonomy to which these branches are entitled, fosters their collaboration through its activities of animation, coordination and representation.”³³

³¹Compendium, op.cit., #186.

³²Pope Francis, General Audience, 5 June 2013 (http://www.vatican.va/holy_father/francesco/audiences/2013/documents/papa-francesco_20130605_udienna-generale_en.html)

³³Pope John Paul II, During the Last Supper, Letter to Caritas Internationalis for the Acquisition of Public, Juridic, and Canonical Personality, 16 September 2004, http://www.vatican.va/holy_father/john_paul_ii/letters/2004/documents/hf_jp-ii_let_20040916_caritas-internationalis_en.html

12. **Advocacy:** we will advocate – nationally and internationally – on behalf of and with the poor and marginalised to bear witness to, and address, their plight and the underlying or structural causes of poverty and injustice. We will be agents of change and social transformation to promote respect for human rights.

“I would also like to emphasize that your mission enables you [Caritas] to play an important role on the international level. The experience you have garnered in these years has taught you to be advocates within the international community of a sound anthropological vision, one nourished by Catholic teaching and committed to defending the dignity of all human life... All that you say and do, the witness of your lives and activities, remains important and contributes to the advancement of the integral good of the human person.”³⁴

13. **Learning and Staff Development:** we are committed to improving our work, what we do and how we do it, through continual reflection, capacity-building, monitoring, evaluation, knowledge management and strategic planning. We will invest in our staff to ensure that they have the skills, experience and formation they need to reach their full potential and ensure that Caritas achieves its potential and makes the greatest difference for those who are poor, marginalised or oppressed.

“The Church's charitable organizations, beginning with those of Caritas (at diocesan, national and international levels), ought to do everything in their power to provide the resources and above all the personnel needed for this work.

³⁴Pope Benedict XVI, Address to the Participants in the General Assembly of Caritas Internationalis, 27 May 2011, op. cit.

Individuals who care for those in need must first be professionally competent: they should be properly trained in what to do and how to do it, and committed to continuing care. Yet, while professional competence is a primary, fundamental requirement, it is not of itself sufficient. We are dealing with human beings, and human beings always need something more than technically proper care. They need humanity. They need heartfelt concern.”³⁵

14. **Staff Care:** we ensure just, dignified and sustainable working conditions for all our staff and fulfil our duty of care to staff, promoting good practice in human resources management and complying with employment law within the relevant jurisdiction.

“The rights of workers, like all other rights, are based on the nature of the human person and on his transcendent dignity.”³⁶:



Cardinal Oscar Rodriguez
Maradiaga S.D.B,
President
Caritas Internationalis



Michel Roy
Secretar Gjeneral
Caritas Internationalis



Dodë Gjergji
President
Caritas Kosova

³⁵Deus Caritas Est, #31 a)

³⁶Compendium of the Social Doctrine of the Church (http://www.vatican.va/roman_curia/pontifical_councils/justpeace/documents/rc_pc_justpeace_doc_20060526_compendio-dott-soc_en.html), #301

Putting our Values into Practice:

Code of Conduct

for Caritas Kosova Staff, corresponding member of Caritas Internationalis

This Code of Conduct specifies the attitudes and behaviour that all Caritas staff³⁷ are expected to maintain. The Code is derived from, and closely related to, the Caritas Code of Ethics which prescribes the basic values and institutional practices of Caritas organisations.

“Individuals who care for those in need must first be professionally competent: they should be properly trained in what to do and how to do it, and committed to continuing care. Yet, while professional competence is a primary, fundamental requirement, it is not of itself sufficient. We are dealing with human beings, and human beings always need something more than technically proper care. They need humanity. They need heartfelt concern.”³⁸

This Code is divided into four core areas for ease of reference.

All Caritas staff are expected to:

1. **Values, Conduct and Ethics**

- adhere to, or at least understand and respect the social and moral values and teaching of the Catholic Church
- ensure at all times that their personal and professional conduct is of the highest standards, and is seen to be so

³⁷For the purposes of this Code of Conduct “staff” refers to all board members, employees, volunteers and consultants.

³⁸Deus Caritas Est, #31.

- act in good faith and treat other people with dignity and respect, creating an environment that celebrates diversity
- respect all human rights and challenge discrimination, harassment, abuse, neglect, and exploitation that infringe the rights of others
- avoid “imposing one’s faith upon others... realizing that a pure and generous love is the best witness to the God in whom we believe and by whom we are driven to love”³⁹
- refrain from making racist, sexist or otherwise offensive statements publicly or privately
- take reasonable action to protect others from harm
- observe the laws of the country in which they are working, within the bounds of conscience
- respect and be sensitive to local customs and culture, dress accordingly
- ensure that they, and any staff that they manage, act in accordance with health, safety and security guidelines, and endeavour to safeguard others
- ensure that Caritas’ reputation is not be brought into disrepute
- maintain the confidentiality of any information or knowledge obtained during the exercise of their duties with Caritas
- perform their duties competently and with love, without prejudice or discrimination of any form, and maintain Caritas’ preferential option for the poor
- keep in mind local sensitivities when expressing and practicing their respective beliefs
- welcome, and build solidarity and cooperation with people from other Caritas organisations

³⁹Deus Caritas Est, #31c

2. **Conflicts of interest, coercion and corruption.**

- avoid using positions of power conferred by their roles as Caritas employees to exert pressure, or extract favours or personal gain economically, professionally, politically or sexually
- declare any potential or actual conflicts of interest (financial, personal or familial) in matters relating to Caritas' work to their supervisor or other senior manager in writing
- refrain from accepting any favours, bribes or other forms of personal enrichment⁴⁰ from beneficiaries, partners or contractors under any circumstances

3. **Protecting Caritas property and exercising stewardship**

- ensure that Caritas' assets and intellectual property are not misused and are protected from theft, fraud or other damage
- maintain appropriate standards of honesty and integrity in financial accountability

4. **Personal conduct**

- refrain from carrying of any weapons on any Caritas business or property (owned or rented) including accommodation/office/vehicles etc.
- refrain from using recreational drugs or consuming excessive quantities of alcohol
- ensure that their sexual conduct is appropriate at all times

⁴⁰In order to respect national and local traditions and conventional hospitality, minor token gifts can be accepted on behalf of Caritas but should be declared.

Implementation of the Code of Conduct

The Director or Chief Executive is responsible for ensuring that all staff are informed of the Code of Conduct and are committed to upholding it, and that the document is reviewed and updated regularly.

Adoption or adaptation of the CI Code of Conduct will be assessed under the procedures determined by CI Internal Rule 1.3 and incorporated in the CI Management Standards.

Complaints mechanism

An external complaints procedure will be developed in accordance with article 1.7 of the CI Management Standards. It is particularly important that beneficiaries, community members and partner staff are able to make a complaint.

Duty to report

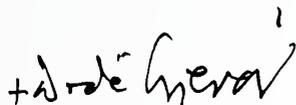
Every member of staff has a duty to immediately report any suspicions or concerns regarding breaches of this Code. In most cases staff should raise any concerns with their supervisor. This may be done orally or in writing and should include full details and, if possible, supporting evidence. If for some reason, (e.g. the manager may be implicated) this is not possible, they should speak to a more senior manager, board member or another appropriate authority.

All disclosures will be treated in confidence. Anyone who raises concerns about serious malpractice will be protected from victimisation or any other detrimental treatment if they come forward with serious concerns, provided concerns are raised in good faith. Deliberate false allegations are a serious disciplinary offence and will be investigated and treated accordingly.

Breaches of the Code

Any breaches of the Code of Conduct will be investigated, and may lead to disciplinary measures.

Date: 03.07.2018



Dodë Gjergji
President
Caritas Kosova

Rome, May 2014

Approved by the RepCo 18 May 2014