



CODE OF CONDUCT

Purpose

The Code of Conduct (the Code) outlines the standard of behavior expected of employees of the Society. It is designed to assist staff to understand their responsibilities and obligations and provide guidance on expected behavior in the workplace, or if faced with an ethical dilemma or conflict of interest in their work involving colleagues, the Society and Stakeholders, Beneficiaries.

The Code does not seek to encompass all possible scenarios arising in employment with the Society and is not exhaustive with regard to policies, procedures, rules and regulations, however, it provides a set of principles to guide staff on acceptable and unacceptable behavior and that it shall establish a climate that encourages setting high business and ethical standards in **KRCS**.

The Code therefore provides guidance to assist employees and others involved in the work of the organization in making judgments and decisions in a manner that will support high standards of business conduct.

Any individual found to be in violation of the employee code of conduct is liable to disciplinary action, up to and including dismissal from employment.

The Code should be read in conjunction with all other policies guidelines & procedures

Scope

This policy applies to all employees of the Society, Volunteers, as a condition of their engagement with the Society and all staff are required to comply.

Employee's Responsibilities

All employees shall be expected to honour their contractual obligations and will be held responsible for the proper and efficient discharge of their duties as well as the efficient and economic use of organisational resources. **KRCS** looks to its staff to behave responsibly when performing duties and also when interacting with communities and the general public. An employee's conduct towards the public shall at all times be courteous and obliging, taking care to give correct information regarding the work of **KRCS**. Employees shall not conduct themselves at any time in such a manner as to bring **KRCS** into disrepute

Definitions

Term	Definition
Conflict of Interest:	Conflict of interest is assessed in terms of the likelihood that staff members possessing a particular interest could be improperly influenced, or might appear to be improperly influenced in the performance of their duties.
Disciplinary Action:	<p>Measures taken by the Society in relation to unsatisfactory performance, misconduct or serious misconduct and includes but is not limited to:</p> <ul style="list-style-type: none"> a) Formal counselling of an employee by an appropriate supervisor or internal or external counsellor; b) Giving an employee a written warning (including where appropriate, a final warning); c) Suspension with or without pay; d) Formal censure; e) Withholding of an increment; f) Demotion by one or more classification levels or increments; g) Transfer or redeployment to another position within the Society; h) Termination of employment (except in cases of misconduct).
Ethics:	The guiding values, principles and standards that enable people determine how things should be done and how they should act. Ethics refers to the judgements that people make and the process that determines those judgements. It is the process by which people make value based decisions which ultimately guides their actions and behaviours.
Ethics Systems:	The policies, codes, management structures and processes the society devises to encourage appropriate behaviour, including values; codes of ethics/conduct, performance management and rewards systems, corporate governance systems including risk analysis, performance evaluation and reporting protocols, risk audits and fraud and corruption policies.
Gifts, Benefits and Hospitality	<p>The term “gifts” should be used in its broadest context (for example, plaques, jewellery or an invitation to a corporate event).</p> <p>The Society does not encourage the proffering of gifts in the workplace. However, subject to the Society’s conflict of interest policy a staff member may give or accept a gift that is offered as part of a social, cultural or ceremonial practice.</p>

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	<p>If an acceptance of a gift in direct or indirect relation to performance of an employee be regarded as acceptance of inducement to act in a certain way, thereby creating a real or perceived conflict of interest, an employee should not accept the gift.</p> <p>Does not include the receipt of:</p> <ul style="list-style-type: none"> • standard promotional material distributed by an organisation, or business, free of charge, equally to all, where its primary purpose is to promote the organisation or business; or • a small gift or gesture of goodwill given solely in the spirit of a festive celebratory event that could not be reasonably deemed as a conflict of interest.
Misconduct:	<p>Misconduct means dereliction of duty or unacceptable behaviour. This includes:</p> <ul style="list-style-type: none"> • conduct which is an impediment to the satisfactory performance of the work of the employee or other employees in the society; • failure to comply with a reasonable instruction given by a person in the line management of the employee; • behaviour that may be reasonably perceived as bullying, harassing, intimidating, overbearing or physically or emotionally threatening; • an action of the employee which is prejudicial to the health or safety of other employees, or members of the public and beneficiaries; • conduct of the employee that results in a conviction, sentence or other order imposed by a court which restricts the activities of an employee in a manner that constitutes an impediment to the employee carrying out their duties; • ...others as outlined in the disciplinary and separation policy and as defined in the employment laws of Kenya
Serious Misconduct:	<p>Means misconduct of such a nature that it would be unreasonable to require the Society to continue the employment of the employee, and is conduct of a kind which constitutes:</p> <ol style="list-style-type: none"> 1. a recurrence or continuation of conduct which has been found to be misconduct on the part of the employee; and/or 2. serious misbehaviour, which may be a single occurrence, of a kind which constitutes: <ul style="list-style-type: none"> • a serious impediment to the carrying out of an employee’s duties, or to other employees carrying out their duties; • a serious risk to the safety of employees, beneficiaries or visitors to the Society;

Term	Definition
	<ul style="list-style-type: none"> • a serious risk to KRCS property; • dishonest behaviour in academic works, research and assessment; • a serious dereliction of duties; or, • A conviction by a court of an offence which constitutes a serious impediment to the carrying out of their duties. • ...others as outlined in the disciplinary and separation policy and as defined in the employment laws of Kenya
Staff Member:	Any person who is an employee of the Society. This includes Regular, Short Term, volunteers, part-time, casual staff.
Supervisor	A staff member who has designated responsibility for managing and/ or overseeing the performance and workplace behaviour of other workers.

OUR PRINCIPLES

Principle	Description
Humanity	To prevent and alleviate human suffering wherever it may be found. Our purpose is to protect life and health to ensure respect for the human being. KRCS promotes mutual understanding, friendship, cooperation and lasting peace amongst all people
Impartiality	KRCS makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided by their needs, and to give priority to the most urgent cases of distress
Neutrality	In order to continue to enjoy the confidence of all, the Red Cross Movement does not take sides in hostilities or engage at any time in controversies of a political , racial, religious or ideological nature
Independence	The movement is independent. The national societies while auxiliary in the humanitarian service of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they are able to at all times act in accordance with the principles of the movement
Voluntary Service	It is a voluntary relief movement not prompted in any manner by the desire for gain
Unity	There can only be one Red Cross or Red Crescent in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory
Universality	The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, it is worldwide.

KRCS CORE VALUES

Service to Humanity – Embodying responsibility, accountability & Commitment: We will faithfully execute the duties and responsibilities entrusted to us and maintain the highest ethical and professional humanitarian standards

Integrity – We will be consistent, honest, accountable & transparent in what we say and do. We will safeguard the integrity of those we serve.

Respect – We will serve with respect, honoring the people we serve, our communities, partners and one another. We will highly value the relationships we build with our communities, partners, stakeholders and each another.

Innovation – We will create opportunities and creative solutions: we will continue to identify and explore uncharted opportunities for growth and sustainability, mitigate risks and provide the best humanitarian services we can.

POLICY STATEMENT

The International Red Cross and Red Crescent Movement Principles and our core values underpin the Code of Conduct. The principles and Values indicated shall guide how we behave towards each other, the wider community and Beneficiaries. These principles and values are what all employees shall stand for in order to bring them to life in everything they do.

This Code of Conduct confirms that commitment and outlines the expectations of all staff members of the Society and is designed to promote a culture of fair, respectful and ethical behavior and to ensure the Society meets its obligations

The Code will assist the Society safeguard public trust and confidence in the integrity and professionalism of its staff by ensuring that all staff:

- maintain appropriate standards of conduct;
- exhibit fairness, impartiality, honesty and equity in decision making; and
- foster and protect the reputation of the Society.

The success of **KRCS** depends not only upon the competence of its staff, but also upon its reputation for honesty, integrity, accountability and lack of bias in the conduct of its business. At the global level **KRCS** is proud that the organization has earned and maintained that kind of reputation. The code of conduct is designed to protect the integrity, well-being and rights of all involved in the work of the society and to ensure an efficient operation and compliance with the laws of Kenya, government regulations and established policies and practices as well as any other policies, procedures, rules and regulations as may be set forth by **KRCS**.

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Attendance Record

Punctual and consistent attendance is a condition of employment and an essential function of each job. Heads of Department and Line Managers shall be responsible for verifying the attendance record of employees in their department.

Employees are responsible for making special arrangements with their line managers to work flexible hours (flex-time) in terms of reporting and departure time occasioned by operational demands to promote efficiency or better accommodate the needs of the community or because of the external commitment of staff members.

Employees unable to work or unable to report to work should notify their head of department or line manager as soon as possible, ordinarily before the beginning of the work day or within thirty (30) minutes of the employee's usual starting time.

If an absence continues beyond one day, the employee is responsible for reporting in each day or as requested by the line manager. If the line manager is unavailable, the employee may leave a message with a senior management staff stating the reason for failing to report for work and providing a phone number where s/he can be reached. An employee who is deemed absent without authorization or notification shall be subject to disciplinary action including possible termination of employment.

An employee having excessive absences or otherwise violating **KRCS** attendance policy shall be subject to disciplinary action including deduction of the equivalent time from annual leave entitlements or against monthly pay including termination of employment. Failure to call in for five (5) consecutive days shall be treated as job abandonment.

Dress Standards

All staff are expected to dress in an acceptable, professional manner, which avoids giving offence or impacting negatively on **KRCS** reputation. Clothing must be clean, neat, in good repair, appropriate for the assigned duties and should be respectful of the local culture and customs as well as reflective of **KRCS** overall image and credibility. Wearing any item of clothing, jewellery or other personal adornment that bears objectionable, obscene and/or profane pictures, caricature, writing or other forms of inappropriate communication is strictly prohibited.

The **Secretary General** shall determine the proper dress standards for the **KRCS** and its affiliated community based organisations. Certain employees may be required to meet special dress, grooming and/or hygiene standards, such as wearing uniform or special equipment, depending on the nature of the job. If uniforms or specific dress requirements are provided, the employee must wear the uniform or comply with the dress requirement during all scheduled working hours.

Fair, Safe and Ethical Environment

An ethical environment relies upon individuals having responsibility for their own professional behaviour. KRCS has a responsibility to provide a safe, encouraging and supportive work environment that recognises and values staff diversity, abilities and contributions. All members of staff are entitled to be treated with respect and work in an environment free from discrimination, harassment, bullying, violence (or threats of violence) or vilification. Equally, staff have a responsibility to act with integrity, honesty, transparency and impartiality in their dealings with colleagues, Partners, Stakeholders and members of the wider community.

Staff members are required to perform their duties in a safe and competent manner in accordance with relevant Occupational Health and Safety legislation and Society's policies and procedures. Staff must take care not to put themselves or other members of the KRCS community at risk or reduce their ability to carry out their duties through unsafe practices, inappropriate behaviours or the misuse of alcohol or drugs.

Employee Integrity & Competence

Employees shall be dedicated to maintaining high standards of professional competence and integrity. Employees who are (a) convicted of a criminal offence related to their qualifications or functions, or (b) engage in conduct which could lead to conviction of offences related to their qualifications or functions, (c) are expelled from other professional organizations, or (d) have their licenses or certificates suspended or revoked, are subject to termination of employment.

Employees shall seek appropriate professional assistance for personal problems or conflicts that are likely to impair their work performance or their professional judgment.

Employees shall not engage in verbal, emotional or behavioural harassment of work mates, fellow employees, community members, volunteers or interns.

Employees shall not attempt to diagnose, treat, or advise community members on problems outside the recognized boundaries of their competence.

The solicitation or acceptance of commissions, fees, or gifts of monetary value by an employee from job applicants, loan applicants, farmers, suppliers, or any other source as compensation for the performance of **KRCS** duties, is unethical, improper and outright illegal, such employees shall be liable to severe disciplinary action including dismissal.

Employees engaging in any form of financial agreement such as lending or borrowing money or making a monetary investment with a job applicants, loan applicants, farmers, supplier's either before or after discharging services is improper and a misuse of influence, such employees shall be liable to severe disciplinary action including dismissal.

When employees are unable to be of professional assistance to a member of the public or perceives an ethical conflict, they must share the concerns with the line manager. The line manager shall determine the most appropriate action to be taken.

Employees shall not engage in personal relationships with **KRCS** clients, including dating, sexual relations, or fraternizing. A dating relationship with a client is highly unethical. Exceptions exist only when a committed relationship was established prior to delivery of services. It is the employee's responsibility to report such relationships and to withdraw from direct service delivery whenever possible. It is ill-advised to ever engage in friendship or sexual relationships with former clients, regardless of how much time has elapsed.

Ethical Responsibility to Colleagues

Employees shall treat colleagues with respect, courtesy, fairness and good faith. The employee should cooperate with colleagues to promote **KRCS** professional interests and concerns.

Employees should respect confidences shared by colleagues in the course of their professional relationships and transactions.

Employees should create and maintain conditions of practice that facilitate ethical and competent professional performance by colleagues.

Any employee having knowledge of unethical practices on the part of another colleague should report such practices to the line manager, Group Head of HR or the **Secretary General**.

Any employee who replaces or is replaced by a colleague should act with consideration for the interest, character, and reputation of that employee.

Employees should extend to colleagues of other professions the same respect and cooperation that is extended to other co-workers.

The necessity to confront colleagues regarding unethical practice can contribute significantly to overall quality of professional services. In the event a colleague is using drugs, alcohol, or exhibits other addictive behaviours, which display impairment or distress in their work performance, direct confrontation is essential. Employees are encouraged to self-disclose their personal addiction and emotional problems to their line managers in an effort to receive rehabilitation services.

Employees should be mindful that attitudes and behaviours that are negative in nature adversely affect the workplace and **KRCS** image and reputation. Therefore, all grievances, whether personal, procedural, or policy related should be directed to those in leadership positions. Employees may initiate a formal grievance procedure according to the relevant section under these guidelines.

Personal and Professional Behaviour

Staff members are to perform any duties associated with their position diligently, impartially and conscientiously, to the best of their ability.

In the performance of their duties, staff members are to:

- Treat members of the public, beneficiaries, partners, stakeholders and other staff members with courtesy and sensitivity to their rights;
- Provide all necessary and appropriate assistance;

- Strive to keep up-to-date with advances and changes in the body of knowledge and the professional and ethical standards relevant to their area of expertise;
- Comply with any relevant legislative, industrial or administrative requirements, and all KRCs rules, policies and procedures;
- Maintain adequate records to support any decisions made;
- Strive to obtain value for money or resources spent and avoid waste and extravagance in the use of resources;
- Conform with the Society's commitment to sustainability;
- Maintain the confidentiality of official information;
- Avoid undertaking any activity that could potentially compromise the performance of their duties.

Equity, Diversity and Social Inclusion

Staff will be instrumental in creating a work environment where all members are able to participate fully, find a sense of belonging, and have opportunity to engage meaningfully with the broader community.

Staff will act to create a fair, respectful, inclusive and safe environment, where diversity is valued and where unlawful discrimination, violence (or threats of violence), bullying, harassment and victimisation in any form are considered unacceptable.

Staff will seek to understand their rights and responsibilities in relation to any anti-discrimination legislation and integrate the principles of equality of opportunity, natural justice and inclusivity into their day-to-day practices and behaviours.

Conflict of Interest

The potential for a conflict of interest arises when a staff member has private interests that could influence or appear to influence judgements made during the course of their professional duty. Staff members must ensure that there are no real or apparent conflicts of interest with respect to:

- The misuse of influence to further personal, sexual and financial relationships, whether with other staff, or members of the community within which we operate;
- Making decisions and providing advice;
- External, private work including directorships and board memberships; and
- Use of confidential information.

Staff must not solicit gifts or benefits that might in any way compromise or influence them in their capacity as employees of the society. In accordance with the **conflict of interest policy** and Procedure, a staff member may give or receive a gift which is offered as part of a social, cultural or ceremonial practice.

Should a staff member have a financial interest in a company that is in a position to influence a contract for business between that company and the Society, this interest should be declared to their supervisor before acting for the Society in matters with the company.

Where staff are working with family members or with persons with whom they develop a close personal relationship or such relationships exist with prospective staff they must be aware that this has the potential to create a conflict of interest if one staff member is:

- Involved in a decision relating to the selection, appointment or promotion of another;
- In a supervisory relationship to another and is responsible for employment related decisions. These decisions may include but are not limited to provision of opportunities, conferences and staff training and development, referee report or annual performance development review.
- A personal or family relationship between a staff member and another staff member for whom they have direct assessing responsibility will compromise the staff member's obligation to assess fairly. Such responsibility may include but is not limited to supervision and/or assessment. In such cases the staff member must bring the matter to the attention of their supervisor and take immediate steps to resolve the conflict.

When conducting research, conflicts of interest may occur when a staff member's responsibilities conflict with their private or personal interests which may raise questions of objectivity and/or improper gain. Staff members should advise their supervisor immediately. Most conflicts can be successfully resolved without impeding research activity.

Any staff member who is unsure if a conflict of interest exists must seek advice from the person under whose authority they are placed.

In some cases, only the individual staff member will be aware of the potential for conflict of interest. If so, or if in doubt, the onus is on the staff member to declare any possible conflict to their supervisor in writing. Where there is a potential or real conflict of interest, staff must act in accordance with the Conflict of Interest Policy

Staff members found to be in breach of this policy may face disciplinary action.

Gifts, Benefits and Hospitality

Staff members have a responsibility to behave with integrity and impartiality. This includes responding appropriately to offers of gifts, benefits and hospitality, including when travelling on society's business.

Staff must not seek or accept gifts that could be reasonably perceived as influencing them, particularly from people or organisations about whom they are likely to make decisions involving:

- tender processes;
- procurement;
- enforcement;
- licensing;
- regulation;
- recruitment processes; or

Gifts of money may not be accepted in any circumstances. If a staff member is offered a bribe, the incident must be reported to the relevant line manager immediately. If a staff member is unsure how to respond to an offer of a gift, benefit or hospitality, they should seek advice from their line manager/supervisor.

The Society acknowledges that a staff member may give or receive a gift that is offered as part of a social, cultural or ceremonial practice. If the gift could be construed as an inducement to act in a certain way, the staff member should not accept the gift.

Outside Activities, Employment and Private Practice

KRCS encourages staff to contribute and engage with the community by providing assistance to government, community agencies, the professions and industry through a range of activities including consulting work, collaborative research and participation on committees. We also encourage staff to actively participate in professional and representative bodies. This may include engaging in community service.

In undertaking these activities, staff must observe the following requirements:

- Approval from the Secretary General should be sought for activities undertaken during normal working hours and/or if these activities could conflict with their employment at the Society;
- Outside activities must not involve the use of KRCS resources without prior permission and reimbursement to the Society where appropriate; and
- Activities must not include defaming individuals, groups or the society or to ignore the policies or decisions that have been formally made within the society or those which the KRCS is required to observe by law.

Public Comment

Staff are encouraged to speak to the media about issues relating to their area of specialisation provided permission and approval has been obtained from the Secretary General prior to such discussion or interview.

In order to remain impartial and neutral, all staff are required to desist from joining or contributing to any public debate about political and social issues. If commenting on matters outside of their discipline or area of professional expertise or on political or social issues staff must not claim such views represent the Society.

On matters of KRCS policy or management decisions, only the Secretary General (or nominee) can speak on behalf of the Society as its official spokesperson.

Use of Social Media

Staff members must be mindful of their use of social media and ensure their interactions are respectful to the Society, Partners, Stakeholders, Beneficiaries and members of the KRCS community. Staff members are required to comply with the Society's **Social Media Guidelines**.

A breach of the Social Media Guidelines may result in disciplinary action.

Confidentiality & Non-Disclosure

1. During the course of employment staff may receive privileged and confidential information concerning other employees, **KRCS** operations etc. Employees are obligated to keep such information strictly confidential. This is true regardless of whether the individual is currently employed, on leave, retired or no longer under the employment of **KRCS** for any reason.
2. Employees who disclose such sensitive information will have breached the Confidentiality & Non-Disclosure Policy, which can result in disciplinary measures or other sanctions against the employee during or after their contract of employment with **KRCS**. Such disciplinary measures may involve criminal prosecution or civil action which could result in severe penalties or liability for damages under the Official Secrets Act Cap 187 of the Laws of Kenya or any other laws relating to confidentiality.
3. Employees who have left **KRCS** employment for any reason must promptly return all confidential documents and other materials to their line manager. However, their obligation relating to the Confidentiality Agreement shall continue to apply without any future time limitation.

Accounting and Records Keeping

The Society is bound to adhere to proper accounting and records keeping practices in accordance with approved policies, procedures, and controls, and in accordance with applicable legal statutory requirements. In compliance with prevailing standards, the **Secretary General**, the Head of Finance and Administration, Heads of Departments and Managers and any other employee having responsibility or decision-making authority relative to the maintaining of accounting and other records shall:

- Make and keep books, records, and accounts, which, in detail, accurately and fairly reflect the transactions and dispositions of the assets of **KRCS**.
- Develop and maintain a system of internal accounting controls in accordance with **KRCS** policies and accounting requirements sufficient to provide assurances that transactions are executed in accordance with management's authorization. As well, transactions are recorded as necessary to permit preparation of financial statements in conformity with applicable standards and generally accepted international accounting principles.

All documents that form part of KRCS record must be placed on official files. Employees must not damage, dis- pose of, or in any other manner interfere with official documents or files. The destruction of records may only take place in accordance with a **disposal and retention schedule** that has been approved by the Secretary General.

Society Resources

All employees of KRCS are accountable for the efficient and effective use of funds, resources and must only act within delegated authority and in accordance with the society's Policies and

guidelines and workplans. Staff are expected to maintain proper documentation and records of financial transactions, report instances of misuse or misappropriation of funds, and not use the funds or resources allocated for personal use or benefit. If there is any confusion about delegation or expenditure, staff should seek clarification from their supervisor.

All KRCS facilities, equipment or vehicles must be used efficiently and in accordance with respective guidelines. Staff must report damaged or defective equipment and facilities to the appropriate officer and ensure that where the damage or defect is a danger to health and safety, action is taken to protect the staff member and others from danger.

All staff are required to observe ICT policies and procedures for the use of information technology. Staff must not allow any un-authorised access to the Society's information systems.

Failure to comply will result in disciplinary action.

Demonstrating Leadership

All staff members should model their behaviour based on the KRCS's values and this Code of Conduct and at all times act in an ethical manner. Leadership is about positive influence, inspiring and empowering others.

Breaches/Complaints Provision

Breaches of the Code may result in disciplinary action. Complaints will be dealt with in accordance with relevant Grievance and Dispute Resolution policy and procedure.