

On Call Africa Code of Conduct		
VI	Issued 03/2020	Review 03/2022



On Call Africa (OCA) Code of Conduct

Introduction

In keeping with its vision and values, OCA is committed to maintaining the highest degree of ethical conduct amongst all volunteer staff and associated personnel. To help increase understanding, this Code of Conduct details OCA's expectations of all staff and volunteers.

Scope and Purpose

This Code of Conduct applies to all contracted staff, international and local, employed by OCA and volunteers. In accepting an appointment, contract, or volunteer role, you undertake to discharge your duties and to regulate your conduct in accordance with the requirements of this Code

The purpose of this Code of Conduct is to set out the conduct expected of those engaged, in a staff or volunteer capacity, with On Call Africa. For employed staff this Code of Conduct forms part of all contracts of employment and for volunteers' it forms part of their agreement.

The Code is always applicable. Breaches of the Code of Conduct are grounds for terminating volunteer involvement and for staff disciplinary action, up to and including dismissal.

Whilst recognising that local laws and cultures differ considerably from one country to another, OCA works internationally, and therefore the Code of Conduct is developed from international and UN standards. OCA staff and volunteers are expected to uphold local law wherever they operate, except where the Code of Conduct is more stringent, in which case the Code applies.

Vision, Mission and Values

Vision Improving access to quality healthcare in rural Zambia

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Mission To ensure that Zambians enjoy improved access to high quality healthcare, have access to services and knowledge that promote health, and are treated in well-functioning health systems.

Values

- **We are inclusive**, we listen to the individual needs and ideas of those we work with.
- **We are collaborative**, we work with like-minded partners to deliver professional services, share resources, and experience.
- **We are honest**, we are honest and respectful of one another; we respond together with our community.
- **We are ambitious**, we work hard, with passion and strive for continuous improvement.

Code of Conduct Standards

As an OCA employee or volunteer you agree to adhere to all policies and procedures, uphold the integrity and reputation of OCA by ensuring that your professional and personal conduct is consistent with OCA's values and standards and:

- Treat all people fairly with respect and dignity
- When operating in an international context or travelling internationally on behalf of OCA, be observant of all local laws, be sensitive to local customs and dress appropriately covering the legs whilst in the rural communities of Zambia.
- Will not give or accept personal gifts to or from beneficiaries, staff, or volunteers.
- Will seek to ensure that your conduct does not bring OCA into disrepute and does not impact on or undermine your ability to undertake the role for which you are employed or volunteering for.
- Will not work under the influence of alcohol, or use, or be in possession of, illegal substances on OCA premises or accommodation.
- Will only smoke in designated areas respecting the local culture and ensuring laws are followed.
- Will not participate in gambling activity when you are working.
- Will not sleep when on duty.

You will not engage in abusive or exploitative conduct and:

- Will not pay any bribes and any approach by a corrupt official will be reported to the relevant authorities.

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- Will not engage in sexual activity with children (persons under the age of 18). Mistaken belief in the age of a child is not a defence.
- Will not exchange money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes any exchange of assistance that is due to beneficiaries of assistance
- Will not engage in sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics
- Will not engage in any commercially exploitative activities with children or vulnerable adults including child labour or trafficking
- Will not physically assault a child or vulnerable adult
- Will not emotionally or psychologically abuse a child or vulnerable adult

You will ensure the safety, health and welfare of all OCA staff members and associated personnel (volunteers, partners, suppliers, and contractors) and:

- Will adhere to all legal and organisational health and safety requirements in force at your location of operation
- Will comply with any local security guidelines and be pro-active in informing management of any necessary changes to such guidelines
- Will behave in a manner such as to avoid any unnecessary risk to the safety, health and welfare of yourself and others, including partner organisations and communities with whom we work
- Where your role requires, will ensure the permissions of any child/vulnerable adult is sought prior to a medical examination, along with that of the parent/guardian who should be present for the examination
- Will not put yourself in a position where you are alone with a child or vulnerable adult

You will be responsible for the use of information, assets, and resources to which you have access by reason of your employment or volunteering role with OCA, and:

- Will ensure that you use OCA assets and resources entrusted to you in a responsible manner and will account for all money and property
- Will not use OCA IT equipment, software or e-mail and social media platforms to engage in activity that is illegal under local or international law or that encourages conduct that would constitute a criminal offence. This includes any material that intimidates or harasses any group based on protected characteristics, or encourages extremism
- Will not use OCA IT equipment to view, download, create, distribute, or save in any format inappropriate or abusive material including but not limited to pornography or depictions of child abuse

You will perform your duties and conduct your private life in a manner that avoids conflicts of interest, and:

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- Will declare any financial, personal, or family (or close intimate relationship) interest in matters of official business which may impact on the work of OCA
- Will not be involved in awarding benefits, contracts for goods or services, employment, or promotion within OCA, to any person with whom you have a financial, personal, family (or close intimate relationship) interest
- Will seek permission before agreeing to being nominated as a prospective candidate or another official role for any political party
- Will not accept significant gifts or any remuneration from governments, communities with whom we work, donors, suppliers and other persons which have been offered to you as a result of your employment or volunteering role with OCA

You will uphold confidentiality, and:

- Will exercise due care in all matters of official business, and not divulge any confidential information relating to colleagues, work-related matters or any sensitive information unless legally required to do so

Complaints and Reports

OCA staff and volunteers are obligated to bring to the attention of the relevant manager any potential incident, abuse, or concern that they witness, are made aware of, or suspect which appears to breach the Standards contained in this Code.

OCA staff and volunteers reporting concerns are protected by OCA's Whistleblowing policy.

Staff members or volunteers who have a complaint or concern relating to breach of the Code should report it immediately to a senior member of OCA staff. If the staff member or volunteer does not feel comfortable reporting this to the available senior member of OCA staff (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member. For example, this could be the Director or a member of the board of trustees.

Staff members receiving reports or concerns are obliged to action or refer the report immediately as per the OCA Complaints Policy and procedures.

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Related Policies

- Complaints Policy
- Whistleblowing policy
- Anti-Fraud and Corruption Policy
- Safeguarding Policy
- Anti-Bullying and Harassment Policy