



Name: Canadian Red Cross Code of Conduct	
Number: PO-HR-2.2-May05	Issued by: Human Resources
Effective: May 2007	Last Revision: May 10, 2007
Approval: May 2007	

Canadian Red Cross Code of Conduct

A. Overview

The Fundamental Principles of the International Red Cross and Red Crescent Movement, and the Canadian Red Cross' Mission Statement provide the philosophy and foundation for the services provided to vulnerable people in Canada and around the world.

B. Related Policy Statement

Related Policies – *The Canadian Red Cross expects the highest standards of professional and ethical conduct, in keeping with the Fundamental Principles, the Policy on Social Justice and Diversity, the Policy on Fraud, the Policy on Sexual Exploitation and Abuse (in development), and all other Canadian Red Cross policies that address conduct that interferes with business operations, discredits the Canadian Red Cross, or is offensive to clients or fellow personnel.*

All Canadian Red Cross employees and volunteers are obliged to sign this Code of Conduct, and must be familiar with and adhere to the provisions of this Code of Conduct as well as those of related policies referred to herein, which are incorporated into and form part of this Code of Conduct.

C. Definitions

“client” means any individual to whom an employee or volunteer extends services or humanitarian assistance in the course of his or her role on behalf of the Canadian Red Cross, whether domestically or internationally, and includes Canadian Red Cross program participants and beneficiaries, beneficiaries of assistance in aid and disaster response programs, as well as their parents/guardians/dependants with whom employees and volunteers come into contact on behalf of the Canadian Red Cross;

“employee” includes a consultant, a worker supplied by an agency, a part-time casual worker, a student or intern, and any other person (other than a volunteer) who is engaged in the operations of the Canadian Red Cross, whether individually or as personnel of an implementing ‘partner’, but does not include an Authorized Provider of Canadian Red Cross programs or services or a person who is a mere supplier of goods or services and is not otherwise engaged in the operations of the Canadian Red Cross;



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“Fundamental Principles” means the Fundamental Principles of the International Red Cross and Red Crescent Movement;

“implementing ‘partner’” means an organization or corporation, whether part of the International Red Cross/Red Crescent Movement or otherwise, that has agreed to provide personnel for Canadian Red Cross operations who will adhere to and be bound by the provisions of this Code of Conduct;

“volunteer” means a person who gives unpaid service to the Society on a regular or occasional basis.

D. Procedural Details

I. Principles

Employees and volunteers are required to:

- a) Uphold the Fundamental Principles, and promote and support the work of the Canadian Red Cross;
- b) Respect the regulations on the use of the red cross emblem and report its misuse according to reporting procedures;
- c) Respect and promote respect for the International Red Cross and Red Crescent Movement;
- d) At all times, while wearing official insignia or representing the Canadian Red Cross in any way, adopt a strictly impartial attitude.

II. General Conduct

Employees and volunteers will:

- a) At all times, act with honesty, integrity, diligence and transparency;
- b) Contribute to a positive and healthy environment for employees, volunteers and clients, including interpersonal respect, appreciation of differences, and, at all times, respect for one another’s human dignity;
- c) At all times, maintain a standard of care which is in keeping with the policies and procedures of the Canadian Red Cross and the Fundamental Principles, and which is aimed at the alleviation of suffering and the promotion of health and well-being;

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- d) Discharge all duties with integrity, observe all instructions and directions from their assigned supervisor, and strive towards attaining a high standard of professional responsibility and achievement;
- e) Respect the confidentiality of personal and privileged information;
- f) Abide by the laws of Canada, as well as those of the province, territory and country in which they reside and/or operate, and expect no support from the Canadian Red Cross if they willingly or recklessly contravene such laws;
- g) Refuse financial or material gifts, or promises of such gifts or advantages, while representing the Canadian Red Cross, except with authorization and in compliance with Canadian Red Cross policy, as may be in place from time to time;
- h) Except with authorization, ensure that actions do not result in financial or other liability for the Canadian Red Cross;
- i) At no time use or carry arms or ammunition or other objects in circumstances that call into question the neutrality of the International Red Cross and Red Crescent Movement;
- j) Ensure that all commitments are entered into in accordance with Canadian Red Cross by-laws, policies and practices, including all appropriate consultations, tendering and approvals;
- k) Administer with care the funds and supplies entrusted to them and account for such use of funds and supplies;
- l) Work collaboratively with staff, volunteers and Red Cross management. This entails taking directions from supervisors/managers and cooperating to achieve the organization's goals;
- m) Not give out any information to the media or other external parties, unless within the scope of employment duties or otherwise authorized to do so;
- n) Avoid wearing garments supplied by the Canadian Red Cross or other members of the Red Cross Movement bearing official distinguishing marks of the Red Cross/Red Crescent (such as Disaster Management vests) or using official Red Cross/Red Crescent vehicles when off duty, except by permission.



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III. Employee/Volunteer – Client Relationship:

The relationship between employee/volunteers and Canadian Red Cross clients requires employee/volunteers to understand their unique position of authority and perceived power. Employees and volunteers have a duty of care to clients and a responsibility to ensure that clients are treated with dignity and respect.

When providing service, employees and volunteers are required to:

- a) Treat clients in a manner that maintains dignity and respects their religious beliefs, culture, customs and habits;
- b) Provide service and assistance within the organization's policies, procedures, directives and guidelines;
- c) Understand the client's vulnerability and dependency on the employee/volunteer to provide assistance, and to act accordingly. This includes the recognition that personal relationships outside the scope of a professional employee/volunteer-client relationship are not in the best interests of either party or the Canadian Red Cross;
- d) Provide assistance regardless of race, colour, national or ethnic origin, language, age, sex, sexual orientation, disability, physical characteristics, philosophy, religion, political opinions or other ground of discrimination prohibited under applicable provincial, federal or international human rights law;
- e) Respect the client's privacy with respect to his or her personal information, image and property;
- f) Avoid having direct contact with vulnerable clients that is both solitary and isolated, unless specifically authorized by an immediate superior or in circumstances where the safety of the client is at risk and immediate contact is demonstrated to be in the best interests of the client.

IV. Breaches Regarded as Serious Misconduct:

The following behaviour or actions are considered serious acts of misconduct:

- a) Action or speech which is humiliating, neglectful, insubordinate, dishonest, threatening, degrading, bullying, exploitive, illegal or racist;
- b) Sexual activity with clients, or with children or other vulnerable persons to whom is owed a duty of care;

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- c) Sexual relationships which are based on an unequal power dynamic or with a counterpart who can confer benefit. Examples of such misconduct, without limiting the foregoing, include the exchange of money, employment, goods or services for sex;
- d) Use of sex trade workers;
- e) Intentional misuse of the red cross emblem;
- f) Acceptance of bribes;
- g) Breach of applicable Canadian, foreign national or international law intended for the protection of children, the integrity and safety of the person, or property;
- h) Exercising any professional activity without valid certification(s);
- i) Engaging in, or being associated with, any business or activity which is, or may be, in conflict with the interests of the Canadian Red Cross or the International Red Cross and Red Crescent Movement;
- j) Disclosing without authorization, directly or indirectly, to any person or organization, the private affairs of the Canadian Red Cross including, but not limited to, trade secrets, supplier lists, or personal information of clients, volunteers or staff;
- k) Surfing/reading inappropriate websites and/or electronic message boards; sending inappropriate e-mail including, but not limited to, sites/subjects that advocate principles or beliefs not in keeping with the Fundamental Principles, that advocate illegal activities, or are sexual/pornographic in nature, using Red Cross computers/systems.

Such behaviour, on or off duty, may result in dismissal and/or other sanctions.

V. Reporting of Breaches:

- a) Employees and volunteers are obliged to contribute to an environment which prevents misconduct and promotes the implementation of appropriate behaviour as defined in this Code of Conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.
- b) Where an employee or volunteer develops concerns or suspicions regarding a breach that is a serious act of misconduct by a fellow worker or volunteer he/she is



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required to report such concerns to his/her immediate supervisor or to Human Resources by following the Reporting Process for Code of Conduct Breach process (as illustrated in the flow chart below). If the closest supervisor/manager is suspected of involvement, the case can be brought up to the next management level. This reporting process provides the volunteer/employee with three different channels, should he/she not wish to report a breach to a direct supervisor: next management level, Zone HR or National Director, HR. Additional reporting channels may exist under other policies, for example those dealing specifically with fraud, and sexual exploitation and abuse, and those prescribed for international situations under paragraph d).

c) An employee or volunteer who develops concerns or suspicions regarding a breach of the Code of Conduct that is not a serious act of misconduct is encouraged to report such concerns or suspicions by following the process described in paragraph b).

d) Where the employee or volunteer is working in an international situation, whether on a bilateral, ICRC or IFRC project, reporting by the employee shall be to his/her immediate supervisor or the person named by the head of delegation to receive such reports under this Code of Conduct or under a comparable code of conduct of another organization, where applicable. If, in the opinion of the employee or volunteer, the matter has not been addressed satisfactorily in that context, he/she shall bring the matter to the attention of the National Director, HR.

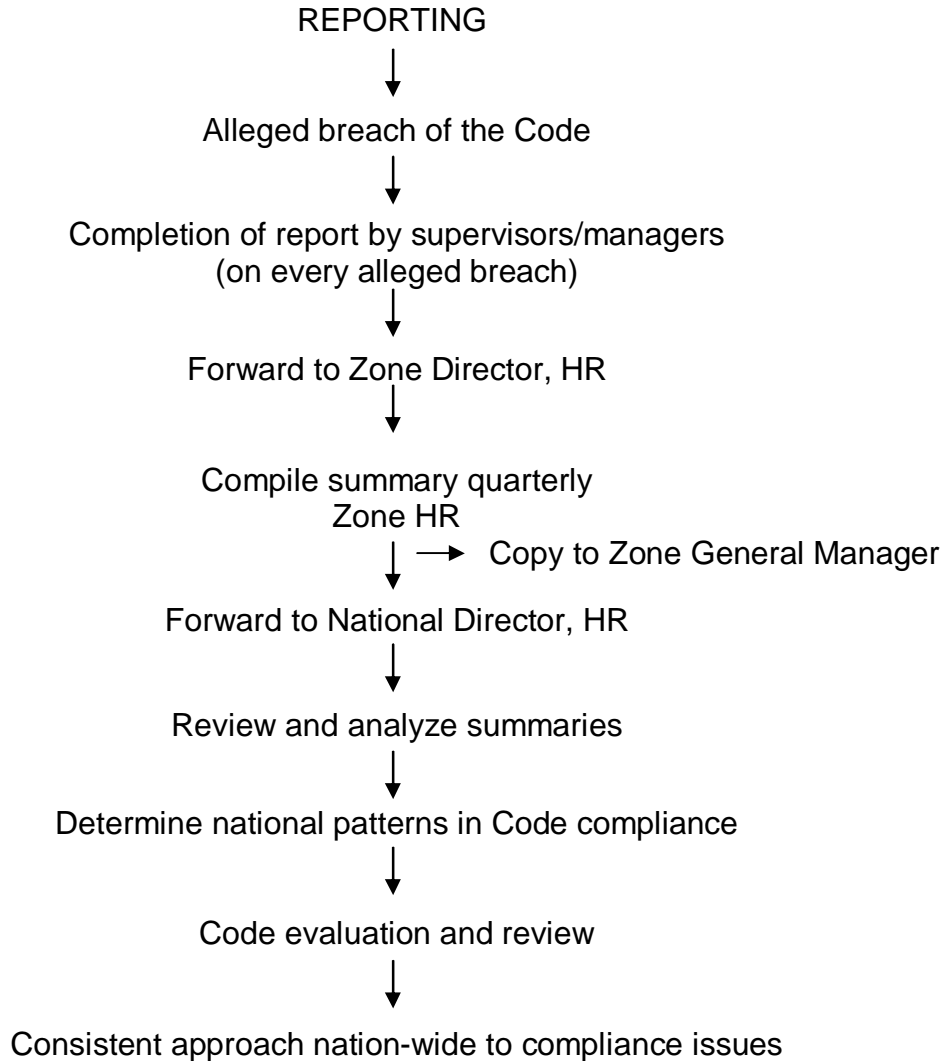
e) Employees/volunteers reporting a breach are encouraged to put their name to their reports. Allegations expressed anonymously are much less credible, but they will be considered in light of the seriousness of the alleged breach, and the likelihood of confirming the allegation from attributable sources.

f) As the process flow chart illustrates, any serious breach in the Code of Conduct must be elevated to the National Director, HR. A serious breach is described in the behaviour outlined in section IV above ("serious acts of misconduct") as well as any breach that is complex or involves a number of people. Supervisors/managers within the zone are encouraged to deal with reported breaches that do not involve serious acts of misconduct in accordance with the applicable Human Resources policies and procedures in place at the time. When in doubt as to whether a reported breach involves a serious act of misconduct, supervisors/managers are encouraged to refer the matter to the Zone Director, HR, who will consult with the National Director, HR, for direction.

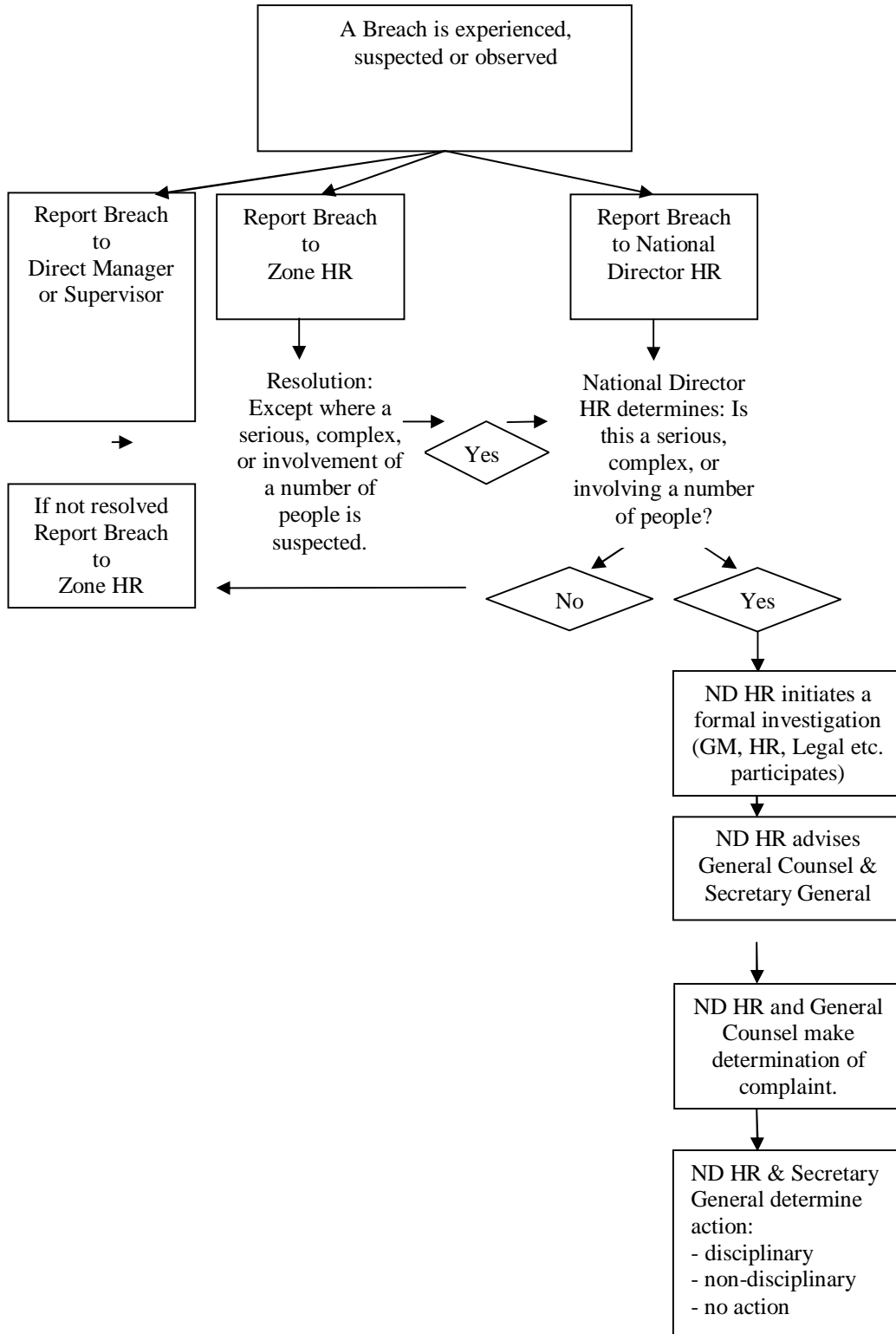
g) Supervisors/managers are required to complete a report on every alleged breach of the Code that is reported to them, stating the nature of the allegation and how they have dealt with it, and forward the report to the Zone Director, HR. A quarterly summary will be completed and forwarded to the National Director, HR,

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with a copy to the Zone General Manager. The National Director, HR will compile the information in a way that will identify national patterns in Code compliance and assist in Code evaluation and review, and help to develop a consistent approach nation-wide to compliance issues. See below:



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Note: Volunteers and employees must report immediately any knowledge or observations of a child/youth being bullied, harassed or abused to his/her immediate supervisor and/or according to provincial/territorial Child Protection Acts.

VI. *Fair Treatment*

A reported concern will be handled fairly with respect to any individual named, taking into account the seriousness of the issue raised, the credibility of the information or allegations, and the prospects of an effective investigation.

VII. *Protection from Retaliation*

No one shall be penalized, discharged, suspended, threatened, harassed, transferred to an undesirable assignment or location or discriminated against for communicating information about a suspected breach of the Code of Conduct that the person reasonably believes is true and is not being reported either for personal gain or for any ulterior motive. Any such act of retaliation by any officer, employee, volunteer or member of the Canadian Red Cross will be treated as serious misconduct and may result in disciplinary action. At the same time, in order to reinforce the integrity of employees and volunteers, all reports of incidents that are made maliciously or otherwise not in good faith will also be treated as serious misconduct warranting appropriate discipline.

VIII. *Confidentiality*

All reported concerns will be treated as confidential to the fullest extent permitted by law. Persons are encouraged to give their names with any information they communicate, as this will usually assist in the investigation of the matter disclosed. However, consideration will also be given to information reported anonymously. Generally, information communicated will only be disclosed to those persons who have a need to know in order to properly respond to the reported concern.

E. **Fraud**

Where the misconduct also involves a breach of the Canadian Red Cross' policy on Fraud, the employee/volunteer may report the misconduct in accordance with that policy or may, where it applies, report the matter in accordance with the Integrity Policy (POLICY FOR THE SUBMISSION OF ISSUES AND CONCERNS PERTAINING TO CANADIAN RED CROSS SOCIETY BUSINESS MATTERS).



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F. SEXUAL EXPLOITATION AND ABUSE

Where the misconduct also involves a breach of Canadian Red Cross' policy on Sexual Exploitation and Abuse (in development), the employee/volunteer may report the misconduct in accordance with that policy.

G. Off Duty Conduct

Employees and volunteers should remember that they may be seen as Red Cross representatives at any time, even when off duty. Off duty activities which, in the absence of reasonable justification, adversely affect staff, volunteers or clients of the Canadian Red Cross, or which, when seen through the eyes of a reasonable observer, discredit Red Cross, are also breaches of the Code of Conduct.

H. Proof of Compliance

All employees and volunteers are required to sign the Code of Conduct on an annual basis. A copy of this signed document will be kept in the employee's/volunteer's general personnel file.

I. Other International Conduct Documents

Employees and volunteers may be asked to sign other documents concerning conduct related to international assignments (e.g. International Committee of the Red Cross, International Federation of Red Cross/Red Crescent Societies, United Nations).

J. Disciplinary Action

A breach of the Code of Conduct is subject to disciplinary action in accordance with applicable Human Resources policies and procedures. The nature of disciplinary action will take into account harm to the individual, harm to the Red Cross and its reputation, and whether or not there was an unequal power relationship. Disciplinary action includes dismissal, where circumstances warrant.

K. Responsibilities

1. The National Director, Human Resources, is responsible for advising stakeholders, maintaining, monitoring, and revising this policy; and for authorizing exceptions.
2. Members of the Executive Management Committee (EMC) are responsible for applying and implementing this policy in each of their respective areas.



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I, the undersigned, have read and understand all the information in this document and I agree to conduct my activities in accordance with its contents.

Signature and Title

Witness

Date

Date