



© Tdh/Ahmed Farhat - Lebanon

# Directive on Staff Conduct at the Workplace

**Version:** Version 2. September 2024

**Derived from:** Global Code of Conduct, Duty of Care Policy, Tdh Collaboration Charter

**Supersedes:** Directive on Staff Misconduct at the Workplace 2018

**Author:** People & Culture Department and Global Office of Ethics and Compliance

**Internal Review:** Staff Committee, meeting of September 5, 2024

**Validated by :** CODIR.

**Validation date :** September 9<sup>th</sup>, 2024

**Compliance Requirement:** Mandatory

## 1. INTRODUCTION

The Foundation Terre des hommes (hereinafter referred to as "Tdh") recognises that, like all organisations with professional relationships, it can be affected by misconduct at work. As with anywhere else, these misconducts at work can not only cause serious reputational damage and damage to the people targeted by that behaviour but can also have a profound impact on the organization. In accordance with its Duty of Care Policy, Tdh is committed to establishing and guaranteeing a safe, respectful, and healthy working environment, to improving human resources management and promoting the well-being of staff members.

## 2. PURPOSE

The Directive on the Staff Conduct at the Workplace (hereinafter referred to as the "Directive") defines (a) the types of misconduct, (b) the assistance and guidance to be provided in the event of misconduct, and (c) the incident reporting channels.

## 3. STATEMENT

A staff member must never have to put up with an act of discrimination, mistreatment or harassment that could have a negative impact on his or her working conditions, dignity, well-being, physical and/or mental health, or an act that could compromise his or her professional prospects. Similarly, a staff member must never be subjected to aggression or violence, verbal or physical, under any circumstances, by one of his or her colleagues or superiors.

Tdh is committed to protecting the personality of all staff members and to ensuring that the working environment is free from discrimination, intimidation, harassment, or any other type of misconduct.

## 4. APPLICABILITY

This Directive applies to all staff members and at all levels (including volunteers, interns, apprentices, independent consultants) in all their interactions with other staff members as well as beneficiaries and third parties.

## 5. RESPONSIBILITY

All Tdh staff members, at all levels, must understand what Tdh defines as misconduct. This is essential to be able to carry out their work in the most ethical way. All staff members must report the Misconduct in accordance with Article 8 of this Directive.

## 6. CULTURE AND BEHAVIOUR AT THE WORKPLACE

Tdh promotes a culture where staff members embrace and thrive in Tdh's values. In particular, and for the purposes of this Directive, each staff member is required to integrate Tdh's socio-cultural values, in particular to the values of **Serving, Caring and Equity**.

### SERVING

**I value** others' ideas, proposals, reflections and opinions/views.

**I offer and provide support** to colleagues.

**I trust and believe** in peoples' capacity.

**I am** accessible and **I connect** with colleagues.

**I share** my experience with others.

### CARING

**I show** respect towards others.

**I am sensitive** about the physical and mental well-being of my colleagues.

**I acknowledge** the achievements of my colleagues/teams and provide appreciation.

**I create** a feeling of inclusion and have a welcoming attitude.

**I listen to and engage** with colleagues.

### EQUITY

**I stand against** all discrimination practices.

**I am fair and impartial** towards others

**I pay attention** to differences, and I adapt my attitude and behavior accordingly.

**I try to understand and give** people what they need to enjoy their work.

**I am conscious** about the imbalances of power.

## 7. MISCONDUCT AT THE WORKPLACE

Misconduct at work refers to behaviours, attitudes and actions that are not welcome at Tdh. Here are some of the unacceptable behaviours in Tdh's working environment (non-exhaustive list and examples):

- **Discrimination:** Words and actions that are intended to diminish or disadvantage a person on the basis of origin, race, sex, age, sexual orientation, language, social position, lifestyle, religious, ideological or political beliefs, or because of a physical, mental or psychological disability, are prohibited.

Discrimination may be observed, but not limited to, in the processes of recruitment, dismissal, promotion, access to training, assignment of tasks, establishment of working conditions, etc.

- **Abuse of power :** The misuse of a position of influence, power or authority against another person is prohibited. This is particularly serious when a person uses their influence, power, or authority to improperly influence another person's career or terms and conditions of employment.

Abuse of authority may be manifested, but not limited to, in appointment, assignment, renewal of contract, performance appraisal, promotion, etc.

- **Bullying and harassment:** Repetitive, unwelcome, and unwanted actions that offend, disturb, threaten, intimidate, or frighten another person, resulting in a hostile work environment, are prohibited.

Bullying and harassment include, but are not limited to, spreading gossip, gossip and rumours intended to discredit another person, unwanted physical touching, use of threats, intentional exclusion, deliberate making of derogatory jokes and comments, intimidation, blackmail, coercion, etc.

- **Physical assault** : Any form of physical violence is prohibited.

Physical assaults may include, but are not limited to, hitting, slapping, choking, cutting, pushing, burning, shooting someone, using any type of weapon or object against someone, and any other act that may cause pain, discomfort, or injury, etc.

- **Hostile Communication:** Any verbal or written communication that contains material that is hurtful, derogatory, disrespectful, or has unreasonable demands is prohibited.

Hostile communication may include, but is not limited to, the use of a loud tone when speaking, the use of yelling or threats, or the inappropriate use of symbols and characters when communicating "I need this task TODAY!!!"

- **Illegal substance and alcohol use :**

- The presence or consumption of any form of illegal substance at work, in a Tdh premises or in a vehicle, whether purchased or rented, is prohibited.
- The presence or consumption of alcoholic substances at work, in a Tdh premises or in a vehicle, whether purchased or rented, is prohibited.
- In the case of a festive event organised by Tdh (such as festive dinners and parties, etc.), or in the particular case of a farewell, the consumption of alcohol may be possible when authorised by the management. Those festive events are taking place in a professional setting, that's why both the management and staff are still required to behave in a respectful manner. In any event, it is up to the management to take the necessary and appropriate measures to prevent any harm that the staff might suffer or cause due to excessive alcohol consumption. In particular, the management must ensure that the quantity of alcohol made available at the party is proportionate to the number of staff attending. To note that drivers on duty cannot consume any alcohol in such events.

## 8. REQUIREMENTS

### Cultural aspects

All persons and entities listed in 4 of this Directive must understand that, in accordance with Tdh's socio-cultural values, there may be different cultural aspects that are considered offensive to one group, but which may be accepted by another group. This mainly affects discrimination, bullying, harassment, and hostile communication.

### Power imbalances

Tdh understands that power imbalances exist and must be recognised. Tdh reassures all staff members that all functions are accountable, regardless of the power dynamic. Therefore, Tdh requires all staff members, at all levels, to clearly express to another colleague if they feel uncomfortable or if they are disturbed and annoyed by any behaviour, word, writing or action that could constitute a violation of this Directive if repeated.

In this sense, we encourage and promote respectful and positive exchanges about how you may have received or perceived an action or comment from a certain person. We ask that the staff member keep an open mind and show respect when they receive this feedback, as well as correct their behaviours accordingly.

### Reporting Requirement

If the said behaviour persists and for all other breaches, Tdh requires staff members to report the misconduct by one of these channels:

- Communicate with your manager or the human resources of your Tdh entity.
- Send an e-mail to Tdh's internal reporting channel: [concern@tdh.org](mailto:concern@tdh.org)
- Submit an allegation (which can be anonymous) on the Tdh Concern website: <https://concern.tdh.org>

### Processing of reports

Any complaint received by Concern (e-mail and website) is transferred and dealt with by the Human Resources Manager and/or the Manager concerned, if this does not create a conflict.

## 9. SANCTIONS

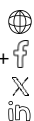
Tdh reserves the right to impose disciplinary sanctions for any substantiated report, in accordance with the Staff Regulations in force in the country of operation, up to and including the termination of the employment contract and the prosecution to the fullest extent permitted by law. Depending on the circumstances, failure to report may constitute misconduct. A report made in bad faith (malicious report), when it is founded, will be subject to applicable disciplinary measures.



Every child in the world has  
the right to a childhood. It's  
as simple as that.



Headquarters | Hauptsitz Sede | Registered office  
Route des Plaines-du-Loup 55, CH-1018 Lausanne T +  
41 58 611 06 66, [info@tdh.org](mailto:info@tdh.org) [www.tdh.org](http://www.tdh.org), CH41 0900  
0000 1001 1504 8



[www.tdh.org](http://www.tdh.org)  
[www.facebook.com/www.tdh.org](https://www.facebook.com/www.tdh.org)  
[www.x.com/tdh\\_org](https://www.x.com/tdh_org)  
[www.linkedin.com/company/tdh-org](https://www.linkedin.com/company/tdh-org)



**Terre des hommes**  
Helping children worldwide.