

## Global Code of Conduct

### Introduction

This policy applies to all TWAM employees, volunteers and partners working overseas. A separate code of conduct policy applies to UK employees, volunteers and partners.

Employees, volunteers and in-country partners play an important role in ensuring TWAM remains true to its values, is respected and credible. This Code sets out the standards and expectations of employees and volunteers in terms of professional ethics, integrity, acting as a representative and safeguarding, which support our vision, mission and values.

This Code of Conduct applies to employees, volunteers and in-country partners. Failure to comply with the Code of Conduct, may result in action under TWAM's disciplinary procedure for employees or a volunteer or partner status review.

### Our Core Values

Our Core Values are rooted in our Christian faith and are based on our belief that Jesus Christ was moved with compassion by the suffering of the whole person, whether spiritual, physical, material or emotional. Our Core Values motivate us to respond to the poor in the same way Jesus responded, by seeing the whole persons' needs.

Our values motivate us to meet the material needs by providing livelihood creating tools, in so doing we recognise that through the tools we offer to our partner charities, churches and groups, we in turn help them to meet the spiritual, physical and emotional needs.

We believe this is our calling and mission from God; to alleviate the injustice of poverty. Our faith in Jesus Christ gives us confidence and hope to uphold our Core Values and trust in His provision for all we need to fulfil our mission to alleviate poverty through livelihood creating tools.

In response we hold to the following Core Values:

#### ***We are Christian***

We follow the teachings of the Bible and the example of Jesus Christ.

*"The second (commandment) is this: 'You shall love your neighbour as yourself.' There is no other commandment greater than these."* Mark 12:31 (ESV)

#### ***We are committed to the poor***

We are called to serve the vulnerable and ultra-poor and work with those who share our compassion to alleviate their poverty and suffering.

*'For there will never cease to be poor in the land. Therefore, I command you, 'You shall open wide your hand to your brother (and sister), to the needy and to the poor, in your land.'*

Deut 15:11 (ESV)

## Empowering people with the tools that create livelihoods and transform lives

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD

t: 01473 210220 e: post@twam.uk twam.uk

Registered charity No: 1104903 (England and Wales) VAT Registration Number 347292286

A company limited by guarantee and registered in England no: 5114575



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### ***We are stewards of the earth's resources***

We take great care to collect donated usable tools and save thousands of tonnes of tools destined for landfill every year. We practice good stewardship of our resources, whether donated tools, financial gifts, or the opportunity to provide meaningful volunteer opportunities to people across the UK.

*'As each has received a gift, use it to serve one another, as good stewards of God's varied grace.'* 1 Peter 4:10 (ESV)

### ***We are partners***

We work with charities, churches and communities across the developing world who share our compassion to reach the neediest of peoples. We recognise that we are not called to work alone, but to seek out those with whom we can stand in our calling to alleviate poverty in Jesus Christ's name through livelihood creating tools.

*'And let us consider how to stir up one another to love and good works.'* Hebrews 10:24-25 (ESV)

(The Holy Bible, English Standard Version® (ESV®) Copyright © 2001 by Crossway, a publishing ministry of Good News Publishers. All rights reserved. ESV Text Edition: 2016)

### **Will be professionally motivated at all times**

It is expected that TWAM employees, volunteers and in-country partners will:

1. Establish, maintain and develop relationships based on trust and respect.
2. Exhibit and defend professional and personal integrity and honesty at all times.
3. Demonstrate sensitivity for the customs, practices, culture and personal beliefs of others.
4. Promote and adhere to TWAM policies and practices that promote equality of opportunity, diversity and social inclusion and support human rights and dignity.
5. Comply with TWAM's data protection and confidentiality requirements. Any breach is considered a disciplinary offence and appropriate action will be taken.
6. Support and challenge others if they suspect unlawful or unethical conduct or behaviour.
7. Promptly report any concerns about bribery or corruption.
8. Promptly report security or safety concerns.
9. Dress appropriately at all times both within the workplace and when representing the organisation

### **Will act appropriately as the representatives of TWAM**

It is expected that TWAM employees, volunteers and in-country partners will:

1. Always act in a way which supports and upholds the reputation of TWAM and its core values and behave as a role model to others.
2. Be mindful of their responsibilities as professional, compassionate people of integrity towards the wider community.

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3. Comply with prevailing laws and not encourage, assist or collude with others who may be engaged in unlawful conduct.
4. When involved in local political or community leadership activities, commit to ensure that TWAM's mission and objectives in the country are not compromised.
5. Ensure as representatives of a Christian charity that the Lord's name is never compromised or dishonoured by words or actions unbecoming of a Christian charity,
6. Ensure if appropriate that they hold the correct visa and right to work in the country in compliance with country law.

### **Safeguarding**

It is expected that TWAM employees, volunteers and in-country partners will abide by TWAM's Global Safeguarding Policy and Global Code of Conduct including:

1. Not to harm, children, young people, vulnerable adults or anyone they come into contact with during the course of their engagement with TWAM, through action or omission.
2. Not to expose others to the risk of discrimination, neglect, harm or abuse.
3. Not purchase, or coerce, sex acts.
4. Work in accordance with health, safety and security guidelines and avoid behaviour that creates unnecessary risk to themselves or others.
5. Strive to promote a zero tolerance approach to discrimination, sexual harassment and abuse in all working environments.
6. Strive to develop relationships with all stakeholders which are based on equality, trust, respect and honesty.
7. Place the safety and welfare of vulnerable people above all other considerations.
8. Report any concerns they may have about the welfare of a vulnerable person to the designated safeguarding officer.
9. Report any concerns they may have about the behaviour of a TWAM representative in relation to safeguarding.

It is expected that TWAM employees, volunteers and in-country partners will not:

1. Sexually harass, assault or abuse another person.
2. Physically harass, assault or abuse another person.
3. Emotionally abuse another person, such as engaging in behaviour intended to shame, humiliate, belittle or degrade.
4. Condone, or participate in behaviour which is abusive, discriminatory, illegal, or unsafe.
5. Develop, encourage or fail to take action in relationships with vulnerable people which could in any way be deemed sexual, exploitative or abusive.
6. Act in ways that may be violent, inappropriate or sexually provocative.
7. Agree with a vulnerable person to keep a secret which has implications for their safety or the safety of other young people.

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### **Conflict of interest**

In the course of their work it is essential that employees, volunteers and in-country partners avoid any suggestion of bias or favouritism in any of their dealings with applicants, or members of community groups benefiting from our tools and support. Any potential conflicts (direct or indirect) must be declared to the Country Leader and Country Coordinator.

Conflicts could include, but are not limited to:

1. Interests of immediate relatives and extended relatives, friends and acquaintances.
2. Any work, paid or unpaid, outside of TWAM.
3. Being a member of an elected body.
4. The offer of employment or monetary gain from a TWAM supported project.

### **Offers of Gifts, inducements and hospitality**

Any money, gift or favour received by an employee, volunteer or in-country partner from an applicant, recipient or person or organisation hoping to gain tools from TWAM will be deemed by TWAM to have been received corruptly unless the employee or volunteer proves the contrary.

TWAM expects all staff, volunteers and in-country partners to abide by local legislation to ensure transparency and ethical practice. Any breach of this policy will be treated as a serious disciplinary matter and/or a criminal offence.

### **Relationship conflicts**

Where a personal relationship exists, has existed or develops between employees or volunteers within in-country teams where one party has a management or supervisory responsibility over the other, the existence or former existence of the relationship should be disclosed to the Country Leader and Country Coordinator.

### **Duty to report**

It is the duty of all TWAM employees, volunteers and in-country partners to report immediately any breaches of this Code to the safeguarding officer. They can be contacted through the dedicated safeguarding email [safeguarding@twam.uk](mailto:safeguarding@twam.uk).

All suspected breaches of the Code will be investigated in line with the appropriate policy. Where it is found that there has been a breach of the Code of Conduct there will be a disciplinary or status review process.

Date of policy implementation: September 2021

Date of next review: September 2023

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