

Code of Ethics

IBO Italia - ODV-ETS



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IBO Italia

It is a Christian-inspired voluntary organization engaged in the field of international cooperation and volunteering in Italy and in the world. It is part of a European network whose activities began in 1953 with the first workcamps for the reconstruction of houses for refugees from the Second World War. IBO is the Flemish acronym for International Bouworde, which means "International Construction Partners". The first activities in Italy date back to 1957. The first statute was drafted in 1968. In 1972 IBO Italia became an NGO – Non-Governmental Organization and was one of the associations that founded the FOLM, which later became FOCSIV – Federation of Christian Organisms of International Voluntary Service.

Vision

A world where everyone can receive an education and training that enable them to choose to live in their own territory as well as elsewhere. A society in which everyone feels equally responsible towards others and towards the common good.

Mission

Promoting access to education and training as fundamental rights of every person and opportunities for a change for the whole community. Involving young people in volunteering projects and sharing experiences to foster social commitment, participation and responsibility.

Values

- volunteering as a choice of social commitment;
- solidarity and sharing;
- the richness of diversity;
- work as a tool for growth and emancipation;
- respect for people and the environment in a context of justice, peace and legality;
- consistency in their daily choices.

Institutional Activities

IBO Italia's commitment is part of the general framework of the 2030 Agenda for Sustainable Development, in particular with respect to the goals relating to quality education, the reduction of inequalities and the promotion of Peace, justice and strong institutions (goals 4, 10 and 16).

International Cooperation activities are aimed at:

- Promoting inclusive and quality education through awareness-raising actions, involving families, schools and civil society and contributing to the creation of lifelong learning structures and environments.
- Strengthening the skills of teachers, educators and youth workers through new

educational tools and methodologies, with particular attention to non-formal learning and the inclusion of young people with fewer opportunities.

- Encouraging employment and access to decent work by promoting professional training.

International Volunteering and Local Participation activities are aimed at:

- Promoting international volunteering for young people and adults as an experience of growth, active citizenship and social inclusion.
- Proposing courses on global citizenship education in schools and other educational contexts, to facilitate the understanding of the causes of growing economic and social imbalances and the impact of one's daily choices on global phenomena.
- Disseminating the values of volunteering and commitment to one's community through awareness campaigns and good participation practices.

Recipients of this Code of Ethics

The contents of this document apply to every person (Staff member) who works in the name and on behalf of IBO Italia: directors, managers, members of the supervisory bodies, employees, collaborators, partners, volunteers, suppliers and all those who, directly or indirectly, even if occasionally, establish relationships with IBO Italia, cooperating to pursue the same goals.

Dissemination and Knowledge of the Code of Ethics

This Code of Ethics is an official document approved by the Board of Directors of IBO Italia. Made available – posted on the internal bulletin board, distributed in paper or electronic format and published on the official website of IBO Italia, where it can be downloaded – the Code of Ethics must be shared and signed for acknowledgment and acceptance by all those who operate at all levels in the name of IBO Italia or on its behalf.

Purpose of the Code of Ethics and Scope of its Application

The Code of Ethics is aimed at regulating the set of rights, duties and responsibilities that IBO Italia assumes towards all those who have an interest in the Association and the Partners connected to it, and with whom it interacts daily in carrying out its activities, both in Italy and abroad. The provisions of this Code supplement those of the *"Code of Ethics and Behavior"* of the Italian Agency for Development Cooperation which applies and extends to what is not expressly provided in this Code. The provisions of this Code also integrate those of the "Code of conduct for the prevention and contrast of sexual harassment, abuse and exploitation for the protection of the dignity of the beneficiaries of development cooperation interventions and of the people who work and operate in the structures of the Italian Agency for Development Cooperation and with the Agency itself" which applies and extends to what is not expressly provided for in this Code. By way of example and not limited to:

- The protection of the dignity and integrity of physical and moral health in the workplace and in the implementation of voluntary and international cooperation interventions is an inviolable right of the person, of which IBO Italia undertakes to ensure compliance. Conduct such as sexual harassment, abuse and exploitation is harmful to this right and inadmissible and entails deleterious, traumatic and persistent consequences for individuals and communities.
- Such conduct, when implemented by Staff members of the international aid and volunteering sector, undermines the integrity, effectiveness and credibility of the entire international cooperation community.
- Sexual relations between the individuals defined in the paragraph "Recipients of this Code of Ethics" and the beneficiaries – both direct and indirect – are strongly discouraged as they are based on intrinsic dynamics of inequality of power and compromise the credibility and integrity of the work in favor of Partner Countries.
- Sexual activities are prohibited between the recipients of this code and the beneficiaries – both direct and indirect – who are minors.
- The recipients of this code are also prohibited from exchanging work, goods or services for sexual acts, including sexual favors or other forms of exploitation, along with the provision of aid and any other form of assistance intended for direct or indirect beneficiaries.

The set of ethical principles and values expressed in the Code must inspire the activity of all those who work with and for IBO Italia, taking into account the importance of the roles, the complexity of the functions and the responsibilities entrusted to them for the pursuit of the purposes. The provided behaviors are indications offered to standardize diligent conduct and to prevent the possibility of improper and illegal behavior envisaged and sanctioned in the Legislative Decree 231/2001.

Violations of the Code of Ethics

Compliance with the Code of Ethics is part of the contractual obligations of all those who work with IBO Italia. In the event that a violation of the Code of Ethics is ascertained, IBO Italia will adopt against those who are responsible for the violations, in the case of employees, all the disciplinary measures provided by the applicable collective agreement. In the case of external parties, IBO Italia will apply the measures deemed necessary and/or appropriate to prevent the repetition of the ascertained violation. Violations of the provisions of the Code of Ethics constitute in any case a breach of the fiduciary relationship with IBO Italia. If the violation is particularly serious, the application of any disciplinary sanctions is independent of the establishment of any criminal proceedings.

General Principles and Rules of Conduct

IBO Italia adopts the following general principles that outline its action on international volunteering and development cooperation:

- it works so that every human being becomes the main character of their own story and of the progress, not only economic, of the community in which they live, becoming active and responsible actors of democracy and peace;
- it acts, in the countries of intervention, for the respect and promotion of the fundamental rights of individuals and populations, enhancing local human resources, promoting cultural and social growth and giving priority to the achievement of self-sufficiency through the improvement of family and community economies at all levels;
- it promotes any appropriate action to raise awareness and information for the dissemination of global citizenship education and solidarity, for the prevention of phenomena of xenophobia, hatred, racism and intolerance.

In line with the aforementioned general principles, IBO Italia complies with the following rules of conduct:

Legality

IBO Italia informs and subordinates its action to the principle of legality and undertakes to comply with the applicable national and international legislation. Staff members are required to comply with the rules of the foreign country in which they are located in order to carry out their activities on behalf of the association.

Honesty, Fairness and Moral Integrity

The behavior of IBO Italia's Staff members in carrying out their activities must be based on the criteria of honesty, fairness, cooperation, loyalty and morality.

Impartiality

IBO Italia guarantees equal treatment its Staff members, avoiding any kind of discrimination based on gender, sexual orientation, age, disability, state of health, religious belief, nationality, ethnic origin, political and trade-union opinions, personal, economic and social conditions.

Human Resources

Human resources, both in Italy and in the countries of intervention, are considered a fundamental element for IBO Italia. The dedication and professionalism of the Staff members are decisive values and conditions for achieving the goals and objectives of the Organization which will therefore undertake to develop its skills so that everyone can best express their potential. IBO Italia will choose its Staff members without any discrimination of gender, sexual orientation, age (unless the funding body establishes it *a priori* for certain projects or programs), disability, state of health, religious belief, nationality, ethnic origin, political and trade-union opinions, personal, economic and social conditions, by guaranteeing them:

- compliance with the Italian legislation on the matter, and with the legislation of the host country;

- an adequate and functional work environment for the activity to be carried out;
- a frank, collaborative and communicative relational context that can positively affect the quality of the work environment;
- the recognition and enhancement of the skills and contributions of each one to the achievement of common objectives;
- the adequate and transparent circulation of information, functional to the regular performance of work and related to the organization of work;
- training processes suitable for the roles and tasks of each Staff member;
- an accurate protection of privacy;
- adequate prevention and, should they arise, balanced management of moments of conflict among employees;
- constant willingness to listen to those who believe they are the subject of acts or behaviors that are inconsistent with the principles listed above;
- adequate information on the living and safety conditions of the countries in which the Staff member will be employed, as well as on the preventive health practices to be followed, while respecting the personal care choices of everyone.

Volunteers

IBO Italia is firmly convinced that volunteering is a fundamental and essential component of its activity and constitutes a resource to be enhanced and encouraged. Volunteers assist collaborators and workers in carrying out their duties and play a fundamental and irreplaceable role in the planning and implementation of the institution's activities, for example in informing and raising the awareness of public opinion, in spreading the culture of solidarity and, not lastly, in fundraising activities (promotional stalls, organization of events, etc.). It therefore constitutes an essential duty of all workers and collaborators to participate in the external activities that the body periodically organizes in order to raise public awareness on the issues of International Solidarity, Global Citizenship and Active Participation.

Responsible Behavior

Relations among employees, collaborators, volunteers and beneficiaries must be carried out according to the principles of manners, civil cohabitation, transparency, trust, moral integrity in mutual respect between people, in order to guarantee the protection of the rights and freedoms of everyone and always having the interest of the association as a common goal.

Image Protection

IBO Italia requires a behavior that respects the laws, rights, dignity and human life, as well as professional diligence and education in representing the Association in the working context in public, with government institutions, local authorities, financiers, bodies and individuals with whom it collaborates, partners and beneficiaries. Behaviors that cause damage, even if only to the image of the Organization, must be avoided. It should be remembered that even during

non-working hours, Staff members are always representing the organization to some extent. For this reason, their private life must not be in evident contradiction with the mandate and principles of IBO Italia and must be appropriate to the context in which they find themselves

Conflict of Interest and Corruption

Any situation that may constitute or determine a conflict of interest must be promptly communicated to the Board for appropriate assessments and indications on the matter. Staff members are not allowed to accept money or other favors from third parties for advice or services rendered in connection with their relationship with the Organization. At the same time, IBO Italia prohibits any action taken against third parties aimed at promoting or favoring their interests or taking advantage of them in order to damage the impartiality and fairness of the individuals who have the burden of making decisions. By way of example: contributions in money, gifting or even in kind. Any decision relating to the operations of the Organization (supply contracts, partnerships, personnel selection, etc.) must be based on sound assessments and must never be dictated by personal interests or benefits, both direct and indirect (kinship, economic interests, friendships).

Use of the Organization's Goods

Staff members have tangible and intangible goods such as computers, telephones, equipment, vehicles, software, know-how relating to initiatives, strategic or economic-financial plans. The protection and conservation of these assets constitutes a fundamental value for the protection of the Organization's goods and their use by the Staff members will therefore be functional and exclusive to the performance of the activities and for the purposes authorized by the specific functions. Even the rooms, furnishings and everyday materials deserve a respectful usage; for this reason it is a duty to leave them in their place, in order and clean. If they have been damaged or lost, please notify your managers or the Board. In particular, Staff members must:

- keep the personal computer and related programs and applications in an appropriate manner and return it with all data and information relating to the work performed;
- use internet browsing on websites related to the performance of the work activity;
- use the mailbox only for reasons related to the performance of the assigned duties and in particular it is prohibited to send or store messages of an outrageous or sexual nature;
- use, install and reproduce software and other material protected by law.

Protection of Privacy and Confidentiality

IBO Italia ensures compliance with the rules and regulations on confidentiality in every sector of its activities. In the acquisition, processing and communication of sensitive data, IBO Italia is required to observe the procedures necessary to protect confidentiality in compliance with the European Data Protection Regulation (GDPR EU Regulation 2016/679). IBO Italia processes all personal and sensitive data in its possession in a lawful and correct manner, by guaranteeing the rights of the interested parties and precluding unauthorized access to third parties. The full privacy protection notice is available on the official website of the Association. Employees and

third parties who collaborate with the Association are prohibited from using the information they have become aware of for purposes other than the strict performance of the duties for which they are in charge.

Environmental Protection and Sustainable Development

IBO Italia believes in the concept of sustainable development, a type of development that knows how to respond to today's needs without compromising those of future generations. It therefore undertakes to operate in every situation, in Italy and abroad, in full compliance with current regulations, guiding the choices and behaviors of its Staff members, in order to ensure compatibility between the pursuit of its institutional purposes and the environmental needs. IBO Italia ensures, within the limits of its resources, an organization of work and a performance of its duties as respectful of the environment as possible, specially by promoting in particular energy saving, dematerialization of documents, recycling of renewable materials and by directing the purchases of goods to products that ensure sustainability and environmental protection.

Public and Press Relations

Relations with Medias, Social networks and the general public must be carried out in accordance with the principles of fairness and transparency. They are exclusively under the responsibility of the Board of Directors, the Director and the Head of Communications. Staff members, engaged in various activities in Italy or abroad, must always discuss in advance with the Director or the Head of Communication when providing information. All reports, manuals, training materials and other documents prepared by any of IBO Italia's Staff members within the performance of their duties are the property of the Organization itself. Therefore, any innovation or device that has been conceived, created and developed or implemented either individually or with the support of others is to be considered the property of the Organization.

Choice of Partners

IBO Italia promotes and fosters the active involvement of local partners to carry out activities and pursue its objectives. Partners can be public or private. However, they must:

- base their action on the same ethical principles of the Organization;
- be duly constituted;
- be independent from political parties or movements;
- operate in full compliance with local rules and legislation;
- be a not-for-profit body.

IBO Italia encourages the rise of local organizations by enhancing and developing the skills and competences of individuals and communities, also with the aim of giving continuity to humanitarian action. It may also enter into *memoranda* of understanding with companies in order to improve and support the execution of projects, provided that the latter do not operate in contrast with the principles of this Code of Ethics.

Relationship with Suppliers

The selection of suppliers and the determination of the purchase conditions must be carried out on the basis of an objective and transparent evaluation that takes into account, among other things, the price, the ability to provide and guarantee services of an adequate level and the possession of the necessary requirements, always in compliance with the principles contained in this Code. In any case, the commitment to comply with legal obligations is required, in particular on the matter of protection of child labor and women, health and safety conditions, trade-union rights required by the legislation of the country in which they operate.

Fairness and Transparency

IBO Italia complies with the laws applicable to the preparation of financial statements. It adopts all types of administrative-accounting documentation required by law, as well as prospectuses (financial statements) required for lenders. The Organization's accounting is based on universally recognized accounting principles regulated by law. The information and data of the Organization provided to third parties and the accounting records guarantee truthfulness, transparency, clarity, accuracy and completeness. This results in truthful and fair information on its economic, property and financial situation. Each operation and each transaction must be followed by the relative accounting registration in order to ensure the accuracy of the amounts and, without prejudice to the right to privacy, the traceability to the person who made the donation. For each outgoing operation, adequate supporting documentation must be guaranteed, in order to allow the identification of who authorized, carried out, registered and verified the operation itself. The supporting documentation must be readily available and stored in order to facilitate consultation also by internal and external bodies authorized for control. As part of their competences, Staff must ensure the highest possible level of transparency and traceability of accounting operations.

During fundraising initiatives, where it is not possible to identify the donors, the Fundraising Manager, once the initiative is over, must collect, count and indicate in writing the sums received. She/he will then draw up a short report that will be forwarded to the administration which will take care of keeping the sums until the final delivery or payment to the accounts of the institution. It is absolutely forbidden to conceal documents or implement artifices and/or falsifications on any type of documentation concerning the operation of the Institution.

Anti-Money Laundering Caution

IBO Italia is not willing to support money laundering behaviors deriving from illegal activities and undertakes to comply with all national and international anti-money laundering rules and provisions, recalling all Staff members to comply with the regulatory requirements.

Specific Prohibitions

- Any intervention aimed at altering or improperly using data and information stored in computer or telematic systems is forbidden even if carried out in the interest of the Association.
- It is forbidden to obtain, reproduce, disseminate, communicate or deliver to strangers

codes, passwords or other means suitable for accessing the computer or telematic system and in any case to provide information and instructions suitable for the aforementioned purpose.

- It is forbidden to transfer to others information connected to any analysis, summaries, studies that were acquired as confidential information and which have been processed by the Association, including formal and informal acts and activities communicated verbally or in writing, following meetings or conversations, even if by telephone.
- Any appropriation of goods or money owned by the Association, partners or beneficiaries of the initiatives is forbidden.
- Smoking is forbidden in service areas and always in the presence of minors.
- It is forbidden for all IBO Italia's Staff members to carry out activities under the effect of alcohol, drugs or substances that have a similar effect, as well as to consume such substances during work or volunteering.
- It is forbidden to have intimate relationships with members of local communities and in particular with people considered minors under the Italian law, without prejudice to the application of local law if the age of majority is over 18 years of age.
- Any violent behavior, both verbal and physical, is forbidden.
- It is forbidden to possess or disclose pornographic material.
- In addition to these listed there may be further prohibitions/rules provided in the places of service.

Governance

IBO Italia is committed to:

- Provide a body that allows to clearly distinguish tasks, responsibilities and decision-making, operational and control processes in relation to the size of the Association;
- Establish a governing body that is representative of the members and independent in its decisions with respect to the Association;
- Pursue objectives appropriate to the Association, making the best use of available resources, according to the principles of effectiveness and efficiency;
- Always carry out its actions in full compliance with the principles of integrity, fairness, good faith, proportionality, objectivity, transparency, equity and reasonableness, also taking into account any new circumstances, changing conditions as well as the evolution of questions and needs that arise and manifest in Italian society and in the international context and, finally, acting in a position of independence and impartiality;
- Favor the adoption and use of ethical tools in the management of economic resources, in investments, in the choice of credit institutions and in the operating methods of its associates, volunteers and cooperators.

Supplementary Sources of the Financial Statement

IBO Italia, in maintaining economic relations with its donors and financiers, undertakes to:

- provide truthful information on the activities for which contributions are requested;
- guarantee the realization of the funded activities in line with the declared objectives and Mission, by promptly communicating any necessary changes;
- provide the necessary documentation, reporting in a transparent and clear way the costs incurred according to the methods agreed or provided for by the regulations in force;
- diversify the sources of projects funding through fundraising activities with public and private bodies and individual citizens to enhance the contribution of each individual and foster their independence and autonomy;
- refuse the acceptance of sponsorship and donations from individuals involved in human rights violations or non-transparent and verifiable economic transactions.

To report violations or to request clarifications regarding the Code of Ethics, contact: Dino Montanari – Director of IBO Italia, via Boschetto 1 Ferrara. Tel. +39 0532.096509 dino.montanari@iboitalia.org

Appendix – *Vademecum* for Volunteers abroad

Volunteers in workcamps or in long-term programs usually live full-time within the project, making it difficult to separate the working and personal sphere. Therefore, a great sense of responsibility is essential, even during their free time. Also in personal behavior, the volunteers act on behalf of IBO Italia and the body hosting them. If need be, these organizations will be held accountable to third parties for the conduct of volunteers and will have to face the consequences. An unintentional gesture or one word too many can cause serious and irreparable "damage" to the work and image that the institution has been pursuing for years. Living and working together with people from different cultures can be a very enriching experience. Valuing diversity rather than opposing it is a valid start to build something beautiful, important and lasting. Volunteers must not forget that there are unwritten rules that are part of the local culture. They must have decent clothing and adequate personal care, in line with the context in which they are called to work and the role they hold. Food and accommodation will be provided according to local housing and nutritional standards. The perspective is that of sobriety and respect for those who are hosting, also accepting the possible repetition of the food on the table or the cheapness of the accommodation that is offered. Volunteers are also asked to observe and listen as much as possible before judging. Volunteers should not be afraid of confronting the people who manage the project and asking to be helped to see things or events from another perspective. Volunteers must always remember that they are "passing guests". Leaving without the presumption of changing the world alone but with the awareness that the actions, perpetrated during the mission, contribute to a slow and delicate process of change. The foreigner is often seen as a person full of "possibilities" and able to offer them, therefore neither the loan of money nor gifts are allowed, unless previously agreed with the staff of the host organization. The service of the volunteer is fundamentally based on the relations with other

people so it is important to always keep in mind with whom the interaction takes place. In the management of emotional relationships and friendships, it is always necessary to be aware of and take into account what is considered ethical in the local culture, in compliance with the principles contained in the Universal Declaration and in the European Convention on Human Rights, in the Convention on the Rights of the Child and in the Convention on the Elimination of All Forms of Discrimination Against Women. Volunteers are required to work diligently and behave responsibly, in line with the procedures/indications set up for the use of the goods, means and tools entrusted. In their usage, care and parsimony are specifically requested. Everyone is responsible for protecting the resources entrusted to her/him and has the duty to promptly inform local managers of any damage. During outings, there may be places where volunteers will be asked not to go to, as well as specific areas that are forbidden after a certain time; volunteers are kindly asked to respect the given instructions to avoid dangerous situations. For security reasons, they should make sure to bring the bare essentials in terms of money, documents and personal items on a mission. Volunteers must remember the importance and responsibility of communicating with third parties. Testimony is an integral part of every volunteer's role. The contribution, be it in written, photographic, video or whatever form, is precious as a means of amplification of the experience that is being lived. It is necessary to have extreme sensitivity and respect towards the other. Volunteers need to take the time to get to know and understand, not throw themselves headlong into writing articles, recording videos or photographing people. There will be time to do it afterwards, with respect and common sense, by agreeing with the local contacts on what can be written/published and what cannot. It is therefore necessary to respect the confidentiality of all that is confided or of which one becomes aware during the service.

Document approved by the Board of Directors of IBO Italia – ODV-ETS on June 16, 2021