

# Malaria Consortium

## Code of Conduct



Last updated: June 2021  
Author: Chief Executive  
Review date: June 2024

# Code of Conduct

## Contents

<b>Code of Conduct Policy</b> .....	2
1 Purpose and context .....	3
2 Principles .....	4
2.1 General .....	4
2.2 Courtesy and Respect.....	4
2.3 Diversity and Equal Opportunity .....	5
2.4 Integrity .....	5
2.5 Appearance and Dress.....	5
2.6 Confidential Information .....	6
2.7 Public Appearances and Comments to the Press and Social Media .....	6
2.8 Harassment and Abuse of Power .....	7
2.9 Standards of Personal and Professional Conduct .....	7
2.10 Photography and Film .....	8
2.11 Safety and Wellbeing.....	9
2.12 Protection of Malaria Consortium Financial and Other Resources.....	9
3 Scope .....	9
4 Implementation.....	9
4.1 Staff Member’s Responsibilities .....	9
4.2 Management Responsibilities .....	10
4.3 Institutional Responsibility .....	11
5 Statement of Commitment .....	11

# 1 Purpose and context

The Board recognises its broader responsibilities towards communities, stakeholders, wider society and the environment and acts on them in a manner consistent with the charity's values.

The Purpose of the [Code of Conduct](#) is to establish a common understanding of the standards of behaviour required by Malaria Consortium. The [Code of Conduct](#) is a set of rules, which is a formal commitment to make the people who represent Malaria Consortium accountable for their behaviour and to ensure that they do not put beneficiaries or other people connected to the organisation at risk of harm.

The [Code of Conduct](#) is binding on all staff, including global positions and national roles, full and part time staff, interns, contractors, suppliers, consultants, volunteers, and trustees (together "Staff Members"). The Code applies automatically to all Staff Members in everything they do as part of Malaria Consortium, and all parties will be asked to sign a statement in which they affirm their commitment to act in accordance with the Code. There is an annual requirement to renew this commitment. As part of Malaria Consortium's training, everyone will be informed about the standards of the [Code of Conduct](#) and learn how to apply them, and the Code is available on Malaria Consortium's website and intranet. Not knowing the Code is no excuse for violating it. Staff members are to act in the best interest of the beneficiaries and place the interest of the charity above any personal interest.

Malaria Consortium is an international, non-profit organisation specialising in the prevention, control and treatment of malaria and other communicable diseases among vulnerable populations. Those who work for Malaria Consortium endorse the mission of the organisation and all Staff Members are expected to treat everyone with respect and dignity regardless of race, age, colour, gender, language, religion or belief, political or other opinion, ethnic or social origin, disability, sexual orientation or other protected characteristics in accordance with the UK Equality Act 2010.

Malaria Consortium's work is based on its mission to save lives and improve health in Africa and Asia, through evidence-based programmes that combat targeted diseases and promote universal health coverage. Our organisational values and commitment to humanitarian principles align with the delivery of this mission and should be demonstrable in the behaviour of all Staff Members. If a Staff Member fails to act in a way that is consistent with the organisation's values and principles, we fail as an organisation. Staff Members are required to promote and protect the organisation's values, internally and externally. It is important that Malaria Consortium maintains public confidence and trust, and the respect of our beneficiaries and other stakeholders. Our ability to achieve Malaria Consortium's goals, often in complex and insecure environments, is linked to acceptance by host governments and communities, and our reputation. This reputation relies on everyone who works for the organisation upholding and promoting high standards of conduct in order to uphold Malaria Consortium's reputation, security and financial status. We must all behave with integrity, and not act in a manner that brings Malaria Consortium and its work into disrepute. Working for Malaria Consortium requires accepting the responsibility for safeguarding human rights in general, and beneficiaries' rights in particular, showing a commitment to working with populations in vulnerable circumstances and protecting their dignity.

Malaria Consortium is bound to observe the laws of countries where we work, as well as the laws of the United Kingdom. In cases where a law is at odds with the UN Convention on the Universal Declaration of Human Rights, the latter shall prevail. The UN Convention on the Universal Declaration of Human Rights is founded on the conviction that all humans are of equal value, and everyone has a responsibility to uphold these rights. Malaria Consortium may choose, or be obliged, to report any violation to a relevant legal authority, which may lead to criminal prosecution.

Managers have particular responsibilities to lead by example, creating an enabling working environment to support staff to uphold these standards and adhere to this [Code of Conduct](#).

Malaria Consortium works to ensure that all resources entrusted to Malaria Consortium, whether human, financial or material, are used in an appropriate and effective way, and used for their designated purpose. Staff Members must not only apply the code individually, but bring to the attention of senior management any potential incident, abuse or concern that they witness, or are made aware of. Further guidance on how to raise concerns is provided in the organisation's [Whistleblowing Policy](#) and in the [Safeguarding Policy](#). This Code cannot cover every single situation. If a Staff Member finds themselves dealing with something unexpected, they are expected to use their judgement, based on the principles of this Code, and seek guidance or help.

The Code is reviewed regularly to make sure it is consistent with the rest of Malaria Consortium's policies, as well as the law. Malaria Consortium reserves the right to amend and revise the contents of this Code at any time. Whenever there is a change to the Code, Staff Members will be notified.

This Code forms part of the terms and conditions of engagement with the organisation. The [Code of Conduct](#) is a set of guidelines to which the Staff Member is expected to adhere and sets out what conduct is and is not acceptable in line with the organisation's values. Any failure of a Staff Members to comply with the principles set out in this policy may result in disciplinary action being taken.

## 2 Principles

### 2.1 General

No group of people can work cohesively together without a clearly defined set of rules. The purpose of such rules is to ensure Malaria Consortium runs efficiently and effectively, and to provide a safe and conducive working environment. The following principles and rules provide a Professional Ethical Framework to support this [Code of Conduct](#). Malaria Consortium's policies on [Safeguarding](#), [Equal Opportunities](#), [Dignity at Work](#), [Media](#), [Social Media](#), [Conflict of Interest](#), [Recruitment](#), [IT](#), and financial policies around [Anti-Bribery](#), [Anti-Corruption & Anti-Fraud](#), [Anti-Money Laundering & Terrorist Financing](#). should be read in conjunction with the [Code of Conduct](#) for a wider understanding of the applicability of the Code.

### 2.2 Courtesy and Respect

All Staff Members of Malaria Consortium are expected to be courteous to others and to show respect for the culture(s) of the country in which they work and that/those of their colleagues. Whether dealing with people face to face, on the telephone or handling paperwork or electronic

correspondence, staff should remember that they are representing the organisation. Professional personal, telephone and virtual etiquette is expected at all times.

### **2.3 Diversity and Equal Opportunity**

Malaria Consortium believes people from different backgrounds, with different thoughts and opinions make us a stronger organisation. They bring Malaria Consortium valuable new ideas, approaches and experiences.

Regardless of their status, everyone has the same chance to progress at Malaria Consortium, whatever their ethnicity, gender, national origin, age, ability, sexual orientation or religion. Malaria Consortium is committed to a policy of equal opportunity, diversity and non-discrimination, and works to create a culture where everyone feels welcome, respected and a valuable member of the team, whatever part of the organisation they work in. All Staff Members are required to comply with the organisation's policy on equal opportunities and non-discrimination.

Malaria Consortium does not tolerate any kind of discrimination, bullying or harassment. And we encourage each other to speak up and report it without fear of reprisal. Any Staff Member found to be in breach of the Code, including (but not limited to) discriminating against, bullying or harassing another staff member or any third party associated with Malaria Consortium, or inducing or instructing another staff member to breach this Code, will be subject to the organisation's disciplinary procedure.

### **2.4 Integrity**

Malaria Consortium requires that staff conduct their duties with integrity, free from dishonesty including not engaging in any act of favouritism or nepotism and not acting in a way that puts Malaria Consortium into disrepute. Malaria Consortium has zero tolerance for corruption and any kind of bribery, including so-called "facilitation payments". Malaria Consortium does not offer or accept improper gifts or payments in the course of conducting our work. Further information can be found in the [Conflict of Interest Policy](#) and [Anti-Bribery Policy](#).

### **2.5 Appearance and Dress**

Malaria Consortium operates in various cultures and environments with differing standards and expectations. Staff Members should ensure their appearance and dress is culturally acceptable for the environment in which they work and to the people with whom they have contact. Generally, Staff Members are expected to wear smart-casual attire, including in virtual meetings, and to remember that the reputation of the organisation is, in part, determined by the impression made by its Staff Members. Staff Members are to consult their line manager if in doubt about what is and is not considered acceptable, particularly when meeting with government and donor officials.

Malaria Consortium reserves the right to ask the staff member to leave the workplace to change their attire if it is deemed to be inappropriate for the environment in which they are working, and in these circumstances the staff member will not be paid for the duration of their absence from work.

## 2.6 Confidential Information

During the course of their employment with Malaria Consortium, Staff Members may have access to confidential information. (Examples include, but are not limited to, information relating to the financial accounts, funding proposals, ideas, innovations and inventions, intellectual property rights, material, confidential research projects, security arrangements, and personal details for colleagues and associates, etc.).

To protect the interests of Malaria Consortium, Staff Members are expressly forbidden, either during or after their employment with Malaria Consortium, to disclose any confidential information relating to Malaria Consortium either verbally or in writing to any person or company, or to make use of any such information, without the prior written consent of the Country Director, Regional Programmes Director or Chief Executive. If Staff Members are in any doubt about whether or not information is confidential, they should first discuss this with the Country Director, Regional Programmes Director or Chief Executive.

The unauthorised use, or disclosure of, confidential information by a Staff Member, or the failure of a Staff Member to ensure that confidential information in their possession is kept secure, is normally regarded as gross misconduct, and will be dealt with in accordance with the organisation's disciplinary procedure, which may result in dismissal without notice or pay in lieu of notice (summary dismissal). Malaria Consortium reserves the right to seek compensation and/or apply sanctions in the event of a breach of confidentiality by a Staff Member.

Additionally, members of staff are required to comply with the specifics of data protection regulations, which can be found in the [Data Protection Policy](#).

## 2.7 Public Appearances and Comments to the Press and Social Media

To protect the interests of Malaria Consortium and those of its partners, donors, collaborators and beneficiaries, Staff Members are expressly forbidden from:

- Directly publishing (or instigating publication) in any format and on any forum any opinion, fact or material (whether their own or a third party's) on any matter connected with or relating to the business of Malaria Consortium or its partners, donors, collaborators or beneficiaries which could reflect negatively or have a negative impact on the organisation, its reputation or those of its partners, donors, collaborators and beneficiaries. This includes making comments on social media or any public forum.
- Making any public appearances or comments to the press on any matter connected with or relating to the business of Malaria Consortium or that of its partners, donors, collaborators and beneficiaries without prior approval from senior management, and following due process in accordance with the [Media Policy](#).

Any public relations or media requests for comments, opinions or public appearances by Staff Members should be handled in line with the [Media Policy](#).

## 2.8 Harassment and Abuse of Power

Staff Members must take responsibility for their own actions and must not abuse their position of power as a Malaria Consortium representative, nor behave in a way that undermines their or others' ability to do their job, or is likely to bring Malaria Consortium into disrepute.

Staff Members will not engage in harassing, abusing, sexually provocative or demeaning language or behaviour towards anyone within or outside of the organisation. Abuse may include, but is not limited to:

- **Physical Abuse:** Any punishment and physical abuse such as beating, poisoning, shaking and smothering, or forcing the person to work in an unsafe way/environment. These are things that deliberately and negatively affect physical well-being and individual dignity.
- **Mental Abuse and/or Bullying:** Any actions (gestures, words including via electronic means such as social media and/or behaviours) that affect a person's mental/emotional well-being, for example, by making them feel insulted, undermined, intimidated, afraid, anxious or annoyed. Actions include failure to act, such as non-communication by deliberate and inappropriate exclusion of a person from meetings or communications, day to day activities or social/community events. Feedback on performance, where the performance do not meet expectation is not included even though it may in some way upset the receiver, unless the feedback is delivered in a humiliating or insulting manner.
- **Neglect:** Any actions that neglect to provide a person's essential rights (right to live, right to learn, right to participate and the right to speak, etc.).
- **Sexual Abuse or Harassment:** Any actions with sexual intent towards colleagues, partners or beneficiaries including, but not limited to: unwanted or inappropriate words or contact, by force or under unequal or coercive conditions, including by an adult against a child, or by demonstration, for example showing inappropriate sexual images including pornography.
- **Personal or Financial Benefit:** Acting or taking decisions in order to gain financial or other benefits for self, family or friends, including employment, housing, health care, exchange of money, goods or services for sexual favours.
- **Exploitation:** Use of an individual in work or other activities, for the benefit of others and to the detriment of the individual's physical or mental health, development and education.

This covers harassment or bullying which occurs at work and out of the workplace, such as on business trips or at work-related events or social functions. Further information as to what can amount to harassment and bullying can be found in the [Dignity at Work Policy](#).

## 2.9 Standards of Personal and Professional Conduct

Malaria Consortium Staff Members shall not:

- Drink alcohol or use any other legal/illegal substances that affect their ability to perform the work of Malaria Consortium, or affect the reputation of the organisation.



- Be in possession of, or profit from the sale of, illegal goods or substances.
- Be in possession of weapons or firearms on property owned or leased by the organisation (including vehicles), or when engaging in the organisation's business.
- Engage in any sexual activity with persons (adult or child) who look to or benefit from Malaria Consortium's protection or assistance, or with any persons under the age of 18 years, regardless of the age of consent locally (mistaken belief in the age of a child is not a defence). Sexual activity includes all forms of activity and abuse of a sexual nature, with or without physical contact and whether or not either party is aware of such abuse.
- Be married, or have been married to, any persons under the age of 18 years, regardless of the age of consent locally.
- Commit any act of sexual exploitation, sexual abuse or sexual violence. This prohibition extends to all forms of sexual abuse or exploitation and includes not reporting concerns or suspicions regarding any violation by a Staff Member (whether fellow employees or an individual working for a partner organisation).
- Exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This prohibition extends to engaging the services of sex trade workers.
- Ask for, invite or accept any personal payment, service or favour from others, especially beneficiaries, vendors, suppliers, in return for performing duties assigned to the staff member by Malaria Consortium.
- Accept bribes or significant gifts (except small tokens of appreciation as detailed in the [Anti-Bribery policy](#)) from government officials, beneficiaries, donors, vendors, suppliers or others which have been offered as a result of employment with Malaria Consortium.
- Enter into any sort of business relationship on behalf of Malaria Consortium with family, friends or other personal/professional contacts for the supply of any goods or service to Malaria Consortium or any employment related matters without prior declaration of that interest to the Country Director, Regional Programme Director or Chief Executive, and without receiving prior authorisation in accordance with the [Conflict of Interest Policy](#).
- Use the organisation's computer or other equipment to view, download, create or distribute inappropriate material, such as pornography or hate materials.

## 2.10 Photography and Film

If a staff member wants to photograph or film anyone for work related purpose, the staff member must:

- First obtain the subject's [informed consent](#) or, if the subject is a minor, the permission of the subject's legal guardian as detailed in the [Safeguarding Policy](#).



- Assess and endeavour to comply with local traditions or restrictions for reproducing personal images.
- Ensure photographs, films, videos and DVDs present people, especially children or vulnerable adults, in a dignified and respectful manner and not in a susceptible or submissive manner. Children should be adequately clothed and not be in positions that could be seen as sexually suggestive. Staff Members must follow the guidelines in the [Safeguarding](#) and the [Media Policies](#).
- Ensure images are honest representations of the context and the facts.
- Ensure file labels do not reveal identifying information about an individual when sending information electronically.

### 2.11 Safety and Wellbeing

- Staff Members will be aware of and comply with in country Malaria Consortium security plans and the health and safety policies and practices. Doing this makes sure Malaria Consortium has healthy and safe working conditions, and a culture of caring about and respecting each other. Staff Members shall highlight concerns to management in accordance with the relevant policy.
- Staff Members shall not behave in a way that causes unnecessary risk to themselves or others.

### 2.12 Protection of Malaria Consortium Financial and Other Resources

While managing Malaria Consortium's financial and other resources, Staff Members will protect Malaria Consortium from theft, fraud, misuse and other damage. Staff Members will keep a constant lookout for any suspicious activities and reporting them as soon they have been discovered to their line manager or via the Internal Audit Manager / HR Director in line with the organisations [Whistleblowing Policy](#).

## 3 Scope

The [Code of Conduct](#) applies to all Staff Members automatically as part of conditions of employment and service. The Code defines the way Malaria Consortium does business. It covers our dealings with stakeholders, beneficiaries, counterparties, partners, donors, collaborators, regulators and business partners – and each other. It is the basis for all Malaria Consortium's policies, guidelines and procedures.

## 4 Implementation

### 4.1 Staff Member's Responsibilities

- Staff Members are responsible for ensuring that they have read and understood the [Code of Conduct](#) and that they adhere to its content.

- This Code of Conduct applies automatically to all staff including interns, contractors, suppliers, consultants, volunteers and Trustees of Malaria Consortium (together "Staff Members") and, all parties will be asked to sign a statement in which they affirm their commitment to act in accordance with the Code. Failure of a staff member, once reminded, to annually affirm this commitment will be considered a breach of this Code and the organisation reserves the right to terminate its engagement with that Staff Member.
- Staff Members must abide by Malaria Consortium's [Safeguarding Policy](#) and will not engage in inappropriate or sexual behaviour with children under the age of 18 or adults in vulnerable circumstances, regardless of local custom.
- Malaria Consortium holds Staff Members responsible for reporting violations of this [Code of Conduct](#), following the procedure detailed in the [Whistleblowing Policy](#).
- Staff Members should disclose any relationship held with another staff member, donor, partner or other party engaged with Malaria Consortium's work if possible, prior to the engagement.

The organisation will treat whatever the Staff Member has reported with confidentiality so far as this is practicable and not required to be disclosed by law (for example because of a court order or a disclosure that puts someone at risk of death or serious harm). Staff Members can be assured of no personal retribution from Malaria Consortium for any issues brought to the organisation in good faith. The organisation will take all necessary steps against any form of retaliation suffered by Staff Members reporting possible breaches of this Code in good faith.

Should a Staff Member fail to act in accordance with the reporting requirements, Malaria Consortium reserves the right to treat this as a disciplinary matter.

#### 4.2 Management Responsibilities

- The Country Director (in country offices), the Regional Director (in regional offices) and the HR Director in the UK has the responsibility to ensure that all Staff Members sign the Statement of Commitment annually as their confirmation that they have read, understood, and agree to act in accordance with the [Code of Conduct](#). Employees will sign the statement of commitment electronically in the LMS – Totara. Interns, contractors, suppliers, consultants, volunteers, and trustees are to complete the statement of commitment as attached to this policy.
- The Country Director, Regional Director and HR Director are responsible for ensuring that actions are taken to bring the [Code of Conduct](#) to life, for, wherever practical, ensuring there is a means for beneficiaries, or their representatives, to contact Malaria Consortium (or other relevant bodies) beyond the local team or partner in the event of any concern, and for actively responding to any concerns raised.
- Members of the Global Management Group in their capacity of organisational leaders are expected to model high standards of behaviour and to create and maintain systems that

promote a professional working environment. Managers shall lead by example and are responsible for creating a positive culture of compliance within their areas of authority.

- Management/staff relations shall be guided by mutual respect and understanding, for which continuous dialogue is important. Line managers shall ensure Staff Members are aware of how to raise concerns in confidence and shall deal with such requests in an impartial and sensitive manner.
- Management have a responsibility to follow up problems and complaints in a sensitive manner and, where necessary, clarify the situation and suggest appropriate solutions.
- Managers are responsible for giving the [Code of Conduct](#) to partner organisations, individuals and businesses with whom the organisation contracts. If the acts of any individual or business with whom Malaria Consortium is associated could be considered a violation of this Code, managers are responsible for taking appropriate action and reporting as per the [Whistleblowing Policy](#).
- Should a Manager fail to act in accordance with the reporting requirements, Malaria Consortium reserves the right to treat this as a disciplinary manner.
- Please contact the Human Resources Director for support and guidance if there are doubts about the application of the guidelines.

### 4.3 Institutional Responsibility

The Chief Executive, together with the Board of Trustees, is responsible for overseeing that effective mechanisms are in place and the right culture is promoted to ensure the [Code of Conduct](#) is observed both in the organisation's service to its beneficiaries, and in internal and external professional relations.

## 5 Statement of Commitment

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### Code of Conduct (June 2021) Statement of Commitment

I \_\_\_\_\_, confirm that I have read this Code of Conduct, and I agree to act in accordance with its contents.

Signature \_\_\_\_\_ Place \_\_\_\_\_

Date \_\_\_\_\_