Putting our Values into Practice:

Code of Conduct for Caritas Jerusalem

This Code of Conduct specifies the attitudes and behaviour that all Caritas Jerusalem staff are expected to maintain at all times\(^1\). For the purposes of this Code of Conduct "staff" refers to all board members, employees, volunteers and consultants. The Code is derived from, and closely related to, the Caritas Internationalis Code of Ethics which prescribes the basic values and institutional practices of Caritas organisations.

"Individuals who care for those in need must first be professionally competent: they should be properly trained in what to do and how to do it, and committed to continuing care. Yet, while professional competence is a primary, fundamental requirement, it is not of itself sufficient.

We are dealing with human beings, and human beings always need something more than technically proper care. They need humanity. They need heartfelt concern.\(^2\)

Caritas Jerusalem recognizes the right of children and vulnerable adults to protection, regardless of gender, sexual orientation, race, culture and disability. Caritas Jerusalem recognizes the power dynamics inherent in working with children and vulnerable adults and the potential for abuse and exploitation by staff of people we work with. This Code is divided into four core areas for ease of reference.

1. Values, Conduct and Ethics

All Caritas staff are expected to:

- adhere to, or at least understand and respect the social and moral values and teaching of the Catholic Church
- ensure at all times that their personal and professional conduct is of the highest standards, and is seen to be so
- act in good faith and treat other people with dignity and respect, creating an environment that celebrates diversity
- respect all human rights and challenge discrimination, harassment, abuse, neglect, and exploitation that infringe the rights of others
- avoid "imposing one's faith upon others ... realizing] that a pure and generous love is the best witness to the God in whom we believe and by whom we are driven to love\(^3\)
- refrain from making racist, sexist or otherwise offensive statements publicly or privately
- take reasonable action to protect others from harm
- observe the laws of the country in which they are working, within the bounds of conscience
- respect and be sensitive to local customs and culture, dress accordingly

---

1 Including while staff are off duty or on leave.
2 Deus Caritas Est, #31.
3 Deus Caritas Est #31c
• ensure that they, and any staff that they manage, act in accordance with health, safety and security guidelines, and endeavor to safeguard others
• ensure that Caritas' reputation is not brought into disrepute
• maintain the confidentiality of any information or knowledge obtained during the exercise of their duties with Caritas
• perform their duties competently and with love, without prejudice or discrimination of any form, and maintain Caritas' preferential option for the poor
• keep in mind local sensitivities when expressing and practicing their respective beliefs
• welcome, and build solidarity and cooperation with people from other Caritas organisations.

2. Safeguarding children and vulnerable adults
Caritas Jerusalem is committed to safeguarding people and communities, especially children and vulnerable adults. All Caritas staff are:
• prohibited from engaging in sexual activity with children (persons under the age of 18, regardless of the age of majority or age of consent locally). Mistaken belief regarding the age of a child is not a defence
• prohibited from causing any physical or emotional harm to children or vulnerable adults.
• prohibited from the exchange of money, employment, goods, or services for sex, including sexual favour
• prohibited from any form of humiliating, degrading, or exploitative behaviour toward children, women, and vulnerable adults
• not to use their power or position to withhold assistance or services, or to give preferential treatment
• prohibited from using their power or position to request or demand payment, privilege, or any other benefit
• prohibited from engaging in trafficking in human beings, in all forms
• prohibiting inappropriate use of mobile phones, computers, video and digital cameras and social media
• ensuring that written permission is obtained for images of child and adult beneficiaries for work-related use.

3. Protecting Caritas property and exercising stewardship
All Caritas staff must:
• ensure that Caritas' assets and intellectual property are not misused and are protected from theft, fraud or other damage
• maintain appropriate standards of honesty and integrity in financial accountability

4. Personal conduct
All Caritas staff must:
• declare any potential or actual conflicts of interest (financial, personal or familial) in matters relating to Caritas' work to their supervisor or other senior manager in writing
Caritas JERUSALEM

- refrain from accepting any favours, bribes or other forms of personal enrichment from beneficiaries, partners or contractors under any circumstances
- refrain from carrying of any weapons on any Caritas business or property (owned or rented) including accommodation/office/vehicles etc.
- refrain from using recreational drugs or consuming excessive quantities of alcohol
- take responsibility in keeping the work environment free of harassment. All staff, particularly managers, have a responsibility to ensure the work environment is free from intimidation, hostility, humiliation, bullying, mobbing or other offenses which might interfere with work performance or the dignity of an individual.
- adhere to following policies and procedures (see list below) that support the above Standards:
  - Caritas Jerusalem Safeguarding Policy
  - Caritas Jerusalem Whistleblower Policy
  - Caritas Jerusalem Complaints Handling Procedures

Implementation of the Code of Conduct

The Safeguarding Officer, in collaboration with the HR Officer, is responsible for ensuring that all staff are informed of the Code of Conduct and are committed to upholding it, and that the document is reviewed and updated regularly.

Duty to report

Every member of staff has a duty to immediately report any suspicions or concerns regarding breaches of this Code, especially in cases relating to children and vulnerable adults. In most cases staff should raise any concerns with their supervisor. If for some reason this is not possible (e.g. the manager may be implicated), they should speak to a more senior manager, board member or another appropriate authority.

In regard to reporting safeguarding incidents, staff should report immediately via the designated reporting channels as detailed in the Caritas Jerusalem Complaints Handling Procedures.

All disclosures will be treated in confidence. Anyone who raises concerns about serious malpractice will be protected from victimization, or any other detrimental treatment, provided concerns are raised in good faith. Failure to report concerns and deliberate false allegations are a serious disciplinary offence and will be investigated and treated accordingly.

Caritas Jerusalem is committed to apply the highest levels of protection in the processing of personal data. Thus, Caritas Jerusalem will protect all personal information acquired during investigations related to the breach of the Caritas Jerusalem Code of Conduct and the Caritas Jerusalem Child and Vulnerable Adults Safeguarding Policy.

Breaches of the Code

Any breaches of the Code of Conduct will be investigated and may lead to disciplinary measures, up to and including dismissal.

---

4 In order to respect national and local traditions and conventional hospitality, minor token gifts can be accepted on behalf of Caritas but should be declared.
Approved by the President of Caritas Jerusalem, His Beatitude Patriarch Pierbattista Pizzaballa
The Latin Patriarch of Jerusalem

Rehabat Pizzaballa  

Nov 60 2020

I the undersigned, □ Employee / □ Volunteer of Caritas Jerusalem

have read and understood the Caritas Jerusalem Code of Conduct in its entirety. I agree and I commit myself to it.

__________________________  
(signature)

..............................................  ....../....../......  
(place and date)