



cesvi



WeCESVI

Pocket guide to CESVI Codes and Policies

May 2025

CONTENT

INTRODUCTION	3
OUR VALUES	4
OUR SHARED RESPONSIBILITIES	5
OUR DUTY	6
HOW TO REPORT	13

INTRODUCTION

CESVI has developed several policies to set principles and guidelines for all its staff - **regardless of whether they are a Board member, management staff, employee, collaborator, consultant, intern or volunteer**. These guidelines are binding and align with the vision and mission of our Organization. All CESVI policies are available on CESVI website <https://www.cesvi.eu/who-we-are/our-policies/>

The WeCESVI guide¹ draws on CESVI policies and Codes and offers a synthesis of key behaviours expected from staff – especially concerning safeguarding, anti-fraud and anti-corruption, and professional conduct. It serves as a guide to navigate the relevant policies and other provisions that staff should refer to. Finally, it reminds of the whistleblowing and complaints mechanisms that are in place as control measures against actual or perceived malpractices.

The WeCESVI guide does not replace the Code of Conduct, the Ethical Code or any of CESVI's policies. In case of discrepancies between the WeCESVI guide and any policy or code approved by the Organization, the latter prevails.

CESVI staff are expected to respect CESVI policies and Codes and to formally accept them at the start of their collaboration with CESVI.

CESVI Mission

CESVI operates with the strong belief that the aid to **most vulnerable populations**, those in extreme poverty or struck by war, natural calamities and environmental disasters, contributes to the well-being of everyone on the planet, a shared home to be preserved for future generations

CESVI's interventions to support the most vulnerable people throughout the world cover in continuity the **emergency responses, rehabilitation and pathways towards sustainable development**. Anchored in lived experience on the ground, CESVI is committed to influencing change it promotes, at national, European and international level.

¹ The structure of the present document is inspired by the "The IRC Way: Our Standards of Professional Conduct" <https://www.rescue.org/irc-document/irc-way>

OUR VALUES



CESVI's conduct is inspired by integrity and honesty in all circumstances and is guided by the respect for the overarching Humanitarian Principles of humanity, impartiality, neutrality and independence². Moreover, CESVI undertakes to respect the ethical principles of **legality, correctness and social responsibility**³.

The principle of legality dictates compliance with regulations. CESVI refuses all illicit behaviour.

The principle of correctness implies respect for the rights of everyone involved with CESVI's activities. From this standpoint, the Organization acts in respect of the fundamental human rights avoiding any discrimination based on age, gender, sexual orientation, health status, race, nationality, political leanings and religious beliefs.

CESVI is also committed to the application of the **Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs** in Disaster Response Programmes⁴.

Provisions from the IRCRC Code of conduct are clearly referenced and mainstreamed in CESVI policies and Codes as well as in this guide.

² The principles of humanity, impartiality, independence and neutrality are derived from: the Fundamental Principles of the International Red Cross and Red Crescent Movement proclaimed in Vienna in 1965 by the 20th International Conference of the Red Cross and Red Crescent; United Nations (UN) General Assembly Resolution 46/182, 19 December 1991; and UN General Assembly Resolution 58/114, 5th February 2004.

³ CESVI Ethical Code

⁴ <https://www.icrc.org/en/doc/resources/documents/publication/p1067.htm>

OUR SHARED RESPONSIBILITIES

We represent CESVI around the world, contributing to building its reputation and upholding the principles detailed in the Ethical Code.

We play a fundamental role in the fight against poverty and hunger and our skills and commitment are vital to CESVI's success- in and out of the office, during office hours and beyond, including during leave periods.

Regardless of whether we are national or expatriate, working at headquarters or in country offices, or the type of working relationship we have with CESVI - self-employed collaboration, employee, consultant, intern, volunteer, etc.

We are CESVI staff

To promote the best possible environment within the framework of CESVI operations, you are invited to observe the following guidelines:

Individual responsibilities

- know, adhere to and respect CESVI's ethical and moral principles and promote awareness of CESVI's Mission, Policies and Guidelines among others;
- always act with fairness in relationships with people we aim to assist, donors, collaborators, suppliers, competitors and CESVI employees;
- respect laws and regulations, and do not encourage others - such as suppliers, volunteers, partners or other employees - to violate them;
- report problems or situations that could potentially harm you, your colleagues, our beneficiaries or the Organization;
- encourage feedback – both positive and negative- and welcome internal processes that guarantee people's right to be heard;
- apply and accept disciplinary measures;

Additional managers' responsibilities

- ensure a high level of professional behaviour and personal conduct;
- be familiar with, share and clearly communicate the policies adopted by the Organization;
- ensure that any incidents of unacceptable behaviour are promptly addressed and corrective actions taken, following policies and procedures.

TOWARDS OUR COLLEAGUES

OUR DUTY⁵

We guarantee respect for the dignity of every collaborator, both as an individual and within work relationships, and the application of all the contractual rules and regulations concerning safety, workplace health, confidentiality and protection of personal data.

We are committed to supporting the mental health and well-being of all CESVI staff. As such, CESVI ensures that appropriate support systems are in place to help staff manage stress, trauma and any mental concerns. CESVI is also dedicated to minimizing environmental impact of its operations. We recognize the importance of sustainability in every aspect of our work and aim to implement environmentally friendly practices across all our projects.

YouCESVI DO

- treat colleagues with dignity and respect, acknowledging their competences and sphere of responsibility;
- promote and feed a culture of open communication and foster a positive work environment;
- support colleagues in carrying out their activities efficiently, and develop their potential by sharing knowledge and offering help;
- contribute to ensuring that CESVI workplace is free from harassment, exploitation and abuse or any other form of violence or abuse of power;
- ensure confidentiality of personal data;

YouCESVI AVOID

- any favouritism and preferential treatment, ensuring equal opportunities for all;
- any form of harassment, intimidation, discrimination, or illicit favouritism;
- actions that put you or your colleagues at risk;
- favouring colleagues or potential colleagues due to personal gain or illegitimate advantage;
- engaging in wasteful practices that harm the environment or contract CESVI's commitment to sustainability;
- ignoring environmental considerations in decision-making processes;

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- any suspected, perceived or experienced
 - unwelcome sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature;

⁵ Relevant policies and codes for the section "our duty": CESVI Brand Book / CESVI Child Safeguarding Policy / CESVI Child Safeguarding Policy – Child-Friendly Version / CESVI Code of Conduct / CESVI Complaints and Feedback Mechanism Guidelines / CESVI Counter-Terrorism Policy / CESVI Data Protection Guideline / CESVI Ethical Code / CESVI Finance and Administration Manual / CESVI Guideline for Partnership / CESVI Human Resource (HR) Policy / CESVI Partner Due Diligence Assessment / CESVI PCM (Project Cycle Management) Handbook / CESVI Policy to Prevent Corruption and Fraud / CESVI PSEA (Protection from Sexual Exploitation and Abuse) Policy / CESVI Procurement Manual / CESVI Screening Guidelines / CESVI Security Handbook / CESVI Security Policy / CESVI Sharing Cost Guidelines / CESVI Standard MoU

- intimidation, discrimination or abuse
 - abuse of power or position, as well as conflicts of interest that you could be subjected to, or become aware of and perpetrated by any person acting on behalf of CESVI against you or your colleagues;
- any form of maltreatment or use of inappropriate, violent or offensive language, whether spoken, written or gestural, used by anyone acting on behalf of CESVI against you or your colleagues;
- situations that threaten the safety, security or well-being of you or any of your colleagues.

TOWARDS PEOPLE WE AIM TO ASSIST

OUR DUTY

We behave responsibly with the people we aim to assist, paying particular care to the most at-risk groups - minors, women, the elderly and social outcasts.

YouCESVI DO

- recognize the aspirations and capabilities of the people we aim to assist;
- select aid recipients based on need alone and use transparent, explicit and clear criteria;
- protect people from any form of discrimination, intimidation or violence - with special care to safeguard children;
- respect the dignity of people in all internal and external communications;
- use language, formats and media that are easily understood, respectful and culturally appropriate;
- seek permission from people before taking photos and videos, or before requesting personal information;
- protect people's personal information;

YouCESVI AVOID

- exposing any person in need of assistance to situations that undermine their dignity;
- any form of discrimination;
- subjecting people's access to services or aid to any form of illicit payment or non-pecuniary gain, including sexual favours or other humiliating, degrading or exploitative practices;
- perpetrating physical violence or using of inappropriate, violent or offensive language, either spoken or written or gestural;
- engaging in any sexual activity or intimate relationships with any aid recipient, of any age;

YouCESVI REPORT

- doubts or suspicions concerning sexual abuse or any other type of abuse perpetrated by colleagues, partners, suppliers or other parties against people we aim to assist;
- any abuse of power by CESVI staff or related personnel against people we aim to assist;
- corrupt or biased decisions regarding the inclusion or exclusion of aid recipients;
- inappropriate disclosure of personal information related to aid recipients.

TOWARDS OUR DONORS

OUR DUTY

We manage resources effectively, efficiently, ethically and responsibly for their intended purpose.

YouCESVI DO

- implement actions that are relevant, effective, efficient, and timely;
- provide donors with accurate, transparent, timely and truthful information about programs performance – including underperformances or critical issues;
- maintain confidentiality regarding the information obtained from donors;
- pursue the best value for money when estimating resources needed;
- implement programs with partners who have the required capacities;
- ensure efforts to coordinate and complement the actions of other actors, including national and local authorities;

YouCESVI AVOID

- offering gifts to anyone representing a donor institution;
- soliciting confidential information or improperly influencing donors' decisions;
- dealing with donor representatives without a specific mandate, proxy or authorisation;
- falsifying documents or hiding information from donors;
- diverting funds from their intended purposes;
- distorting programme needs, costs or the number of people in need of assistance;

YouCESVI REPORT

- falsification of documents;
- theft, diversion or misuse of funds or financial resources;
- distorting programme needs and costs for fundraising;
- evident malpractices in grant management.

TOWARDS OUR SUPPLIERS

OUR DUTY

We are committed to ensuring equal treatment and non-discrimination of all potential suppliers by upholding fair, transparent and proportionate procurement processes.

YouCESVI DO

- act impartially and objectively at every stage of the procurement process;
- prioritize sourcing goods, services and works locally, to support local markets and create job opportunities;
- provide equal, clear and transparent information about bidding procedures to all potential suppliers;
- offer suppliers the opportunity to request clarifications or explanations on the results of the bidding process;
- properly store original documentation and file copies to ensure supporting documents are kept as required by donors or applicable legislation;

YouCESVI AVOID

- gaining illicit personal benefits from relationships with suppliers;
- concealing or withholding information to influence competition;
- manipulating bidding documents;
- oversupplying or providing substandard goods or services;
- authorizing work assignments, consultancy roles, benefits or service contracts to individuals or companies where you have personal or family interests;

YouCESVI REPORT

- any situation constituting or likely to entail a conflict of interest for you or your colleagues;
- manipulation of bidding procedures;
- pressure to close a contract with a specific supplier;
- transactions with suppliers involved in security, ethical or safeguarding breaches.

TOWARDS OUR PARTNERS

OUR DUTY

We collaborate with partners respecting their mandate, commitment and independence. We view partnership as a mutual exchange of competencies and capacities aimed at achieving common objectives.

YouCESVI DO

- provide clear, complete and transparent information to partners about CESVI, its mandate, governance, funding sources and formal provisions;
- recognize the valuable expertise and resources of our partners;
- ensure active partner participation in programming and implementation processes;
- govern all partnerships through clear and consistent agreements;
- share learnings and innovations with partners;
- ensure a clear, fair and proportional distribution of responsibilities;

YouCESVI AVOID

- disrespecting partner organizations and their staff;
- exploiting unequal power dynamics;
- favouring partnerships for personal gain or illegitimate advantages;
- underestimating or omitting partners' contributions to projects activities;
- concealing or withholding relevant information from partners;
- transferring operational or grant management risks to partners without proper oversight or support;

YouCESVI REPORT

- any situation constituting or likely to entail a conflict of interest for you or your corrupt or biased decisions related to partner relationships;
- malpractices committed by partners;
- inadequate monitoring of partner performance or effectiveness;
- violation of impartiality or neutrality due to partnership relationships.

TOWARDS OUR ORGANIZATION

OUR DUTY

We uphold the highest standards of conduct, working to enhance CESVI's reputation as a strong, transparent and highly capable non-profit humanitarian organization that adheres to its values as well as international quality and accountability standards.

YouCESVI DO

- support CESVI Communication Department by providing project content and notifying them of media contacts;
- wear CESVI branded items during field visits, meetings and interviews;
- share learnings and experiences with your line manager;
- safely store and properly organize documents for easy access later;
- use vehicles as instructed, ensuring safety with seatbelts and protective helmets when riding motorcycles, where permitted;

YouCESVI AVOID

- exchanging money, gifts or favours for contracts, benefits or employment;
- use your position within CESVI for personal gain;
- granting work assignments, consultancy roles, benefits or service contracts to individuals or companies with whom you have personal, family or financial ties;
- dealing with authorities or media without the proper authorisation or mandate;
- reporting to work under the influence of alcohol, drugs or other substances;
- using, distributing or selling illegal substances;
- using CESVI IT equipment and phones for activities contrary to CESVI's principles;
- using CESVI vehicles outside working hours or areas without authorizations;
- hosting and/or granting access to visitors at CESVI premises without proper authorization; favouring political parties, politically active organizations, or individuals by enabling donations or actions;

YouCESVI REPORT

- suspected or known conflict of interest;
- suspected or known fraud, corruptive or collusive behaviour or diversion of funds;
- violations regarding vehicle usage or guesthouse rules;
- actions that may harm CESVI's reputation;
- suspected affiliation or support for illicit parties or movements;

HOW TO REPORT

a) Inspiring principles

Everyone is important. Everyone is worthy of attention. Their opinions have the right to be heard.

Everyone has the right to know who to turn to in order to be heard. Every single person has the right to know who to approach to state their opinions, complaints or requests.

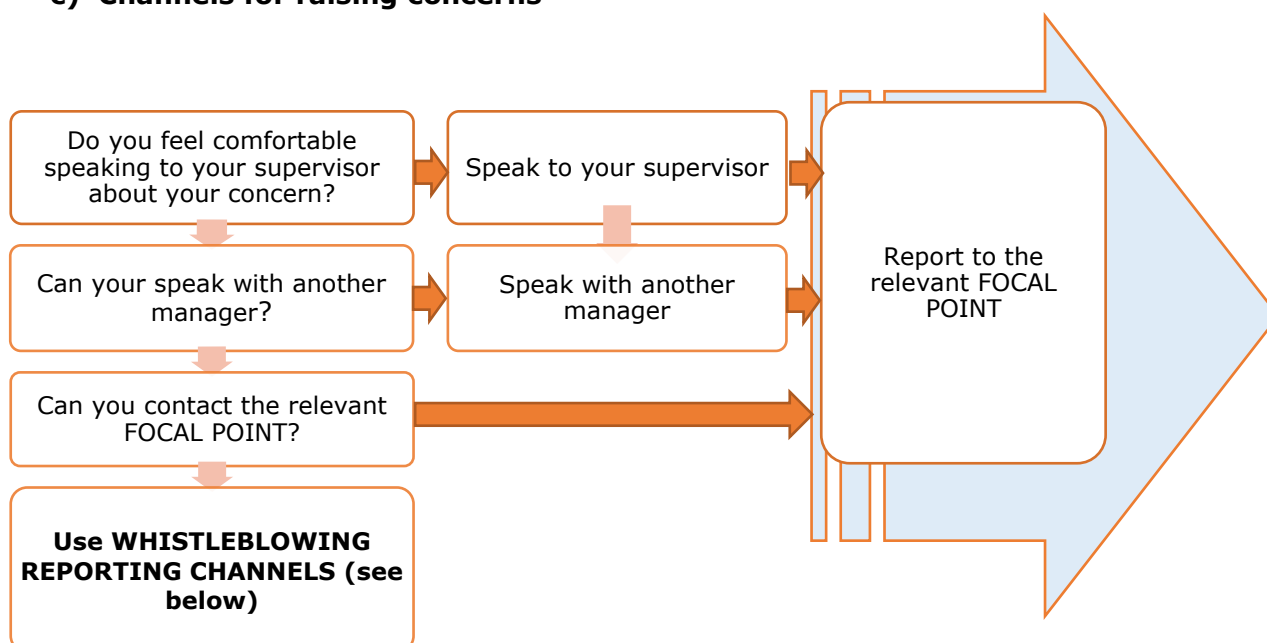
Everyone has the right to a reply. While precedence will be given to the most urgent requests, everyone has the right to receive a reply to their requests, available resources and operational priorities permitting. Should a reply not be possible, the reason must be provided.

Human resources are the solution, not the problem. Addressing issues promptly and collaboratively leads to quicker resolutions, making everyone stronger.

b) The duty to report

CESVI staff have both the right and the duty to report any behaviour, risks, suspicions of offences, violations, or irregularities they observe in the workplace, during the execution of their duties or in their relationships with CESVI.

c) Channels for raising concerns



Applicable procedures assign roles and responsibilities and clarify reporting timelines and formats.

The focal point is the person designated at Country level and is indicated in the specific HQ and Country procedure.

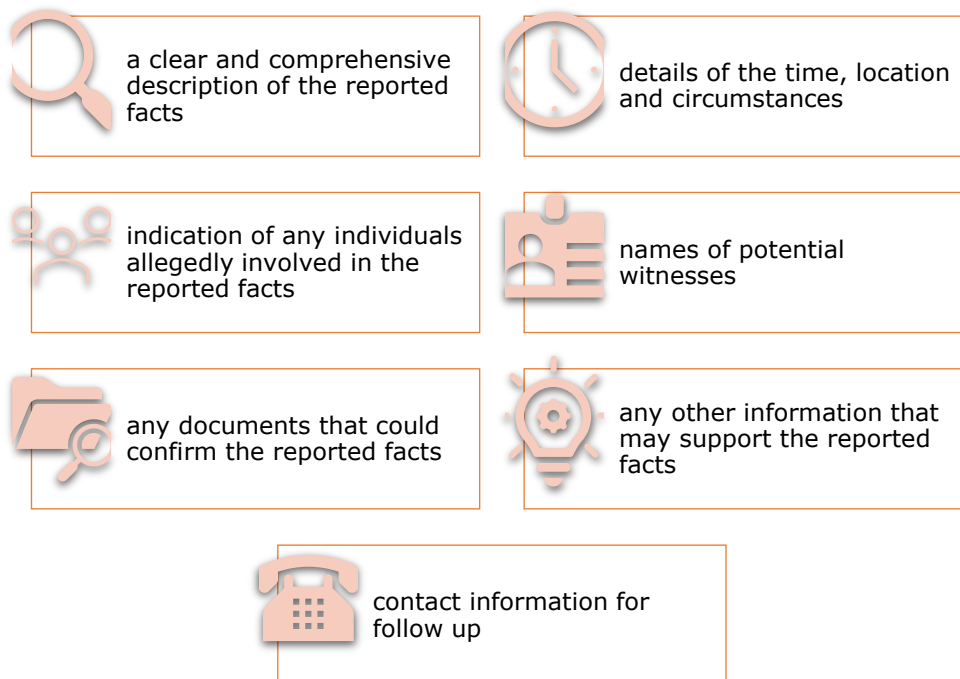
- ❖ **SAFEGUARDING** - safeguarding@cesvi.org
- ❖ **FRAUD and CORRUPTION PREVENTION** - fraud@cesvi.org
- ❖ **CODE OF CONDUCT** - hr@cesvi.org
- ❖ **INCIDENTS related to SECURITY ABROAD** - security@cesvi.org
- ❖ **PERSONAL DATA and/or PRIVACY VIOLATION**: dpo@cesvi.org

CESVI Channels

CESVI channels related to whistleblowing reports are as follows:

- ❖ E-mail: whistleblowing@cesvi.org
- ❖ Digital platform available at the following link: <http://www.cesvi.org/cesviwhistleblowing>
- ❖ Registered letter with return receipt: to be sent in a triple envelope with return receipt to the address of the Chair of the Supervisory Body (currently lawyer Abdoulaye Mbodj, Corso Venezia, 24 - 20121 Milan)

d) Suggested information to provide when reporting



e) Responsiveness and confidentiality

CESVI reserves the right to initiate an internal investigation to acquire further information on any alleged violation. All investigations will be handled confidentially and timely.

CESVI guarantees the confidentiality of the whistleblower and those involved in the investigation, with information shared on a need-to-know basis only.

f) Anti-retaliation

Whistleblowers who report concerns in good faith are protected from any form of retaliation.

CESVI is committed to ensuring that individuals who report such concerns are not subject to any adverse actions, including disciplinary measures, demotion, termination, intimidation, reassignment, intimidation, reassignment or any actions that may negatively impact their work environment, wellbeing or career.

g) Enforcement

Violations of CESVI's Codes and policies may result in disciplinary action, regardless of position or tenure. The person subject to the complaint will have the opportunity to respond before any action is taken.

If the allegations are substantiated, appropriate disciplinary measures will be enforced, including possible termination.

In cases involving criminal behaviour, the matter may be reported to the relevant authorities.

If an investigation reveals that a report was intentionally false or self-serving, the whistleblower may face disciplinary actions, including possible legal charges in case of cases involving criminal behaviour, such as defamation or calumny.

****End****



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CESVI Foundation - ETS

Via Broseta 68/A, Bergamo, Italia

www.cesvi.org