



SolidarMed Guidelines

Code of conduct

(CoC)

1. Purpose and scope

The SolidarMed Code of Conduct provides clear guidance on the conduct expected from all SolidarMed employees and board members, irrespective of the different cultural contexts. It is the responsibility of all staff to manage their behaviour both in and out of the workplace in accordance with SolidarMed's values, policies and procedures, organisational culture and the laws of the country we are working in, in line with the expectations set out in this Code of Conduct. This document is therefore an integral part to all SolidarMed employment contracts.

2. SolidarMed key principles

At all times, we behave in a responsible and loyal manner to contribute to the successful implementation of SolidarMed programmes and projects and support the SolidarMed strategies and measures. We regularly reflect on our actions and behaviour and promote compliance with the ethical standards, values and the development approach of SolidarMed.

3. Dealing with power

We are aware of our privileged position and use it, without reservations, in the interests of the organisation and the people we work with. We make decisions responsibly and in accordance with the mission of SolidarMed. Our decisions are transparent, unbiased and are never made to our own advantage.

4. Appearance

We acknowledge and respect diverse cultural expressions in dress and appearance and commit to maintaining attire and personal presentation that is culturally sensitive, respectful, and appropriate to the location where we are working.

5. Conflicts of interest

We distinguish between professional and personal interests. We disclose any existing or potential conflicts of interest to the direct superior. We do not abuse our position for personal gain or to grant advantage to a third party. We do not accept gifts, invitations or other benefits that could influence our integrity, actions, or judgement.

6. Respectful conduct

We treat everyone with respect, regardless of ethnic group, gender, religion, sexual orientation, disability or age. We adapt our demeanour, attire and mode of expression to the role as well as the customs and culture of the country where we are working. We respect local partners, colleagues, beneficiaries and authorities at all times and deal with differing opinions and possible conflicts in a sensitive, professional and diplomatic manner. We respect and adhere to the regulations and laws of the country we work in.

7. Behaviour in public, loyalty

We are aware that even as a private individual, we will be associated with SolidarMed and that our remarks may have unintended effects. We refrain from making accusations, spreading rumours and avoid inflammatory statements. In public, the focus of our communication is on concerns of the affected population and the SolidarMed assignment. In all external communications, we represent SolidarMed with loyalty.

8. Use of material and resources

We use the funds, material, and property of SolidarMed, donors and partners carefully and economically, in accordance with agreements made, in line with the intended purpose, compliant with regulations, and in an effective and efficient manner. We use material entrusted to us solely for professional purposes, all private use requiring a formal agreement in writing.

9. Professional discretion and confidentiality

Sensitive information, personal data, and internal matters must be handled with confidentiality and discretion. We comply with all applicable data protection and privacy laws.

10. Security

We avoid anything that needlessly endangers others or us, or could jeopardise the overall activities of SolidarMed. We adhere to SolidarMed's security instructions and planning.

11. Political activity

As employees of a politically neutral organization, we abstain from any political activity while on duty. Should we engage in political activities outside of working hours, we do so strictly in a personal capacity. In such cases, we ensure that we do not represent – or appear to represent – the organization in any way, including through verbal statements or the use of organizational assets such as branded materials, logos, or vehicles.

12. Scope of application

This Code of Conduct applies to all employees worldwide¹ in any contractual relationship with SolidarMed, including interns, volunteers, board members, implementing partners and service providers, at all times during their assignment with SolidarMed. This document is an integral part of any employment contract with SolidarMed.

All organizations with whom SolidarMed collaborates and has financial transactions are made aware of our relevant policies and regulations during partnership negotiations. The respective document is the Code of Conduct for Contracted Parties, which is a summary of the key elements of all SolidarMed Integrity Policies.

13. Reporting of Misconduct

Any violations of this Code must be reported through the established reporting channels. Whistleblowers will be protected and must not suffer any retaliation for reporting concerns in good faith.

14. Policy management

- Policy approval date: September 2025
- Policy approved by: SolidarMed board
- Policy Version 2.0
- Policy language: English
- Policy review: Every 4 years
- Policy owner (in charge of conducting review, dissemination, training and learning): SolidarMed focal integrity

¹ In Switzerland, the program countries or any other country

