



SolidarMed Guidelines

Code of Conduct For Contracted Parties

(CoC CP)

1. Purpose and scope

SolidarMed is a non-profit organisation aiming to improve the health of populations and to strengthen health systems in resource-constrained countries. Our program works towards a world in which all people enjoy equitable access to quality affordable health care and can thus exercise their right to dignity, self-determination and the best possible health at every stage of life.

Our work is guided by the following values:

- **Solidarity:** Our commitment is founded on solidarity and partnership. The name SolidarMed bears witness to this.
- **Social equity:** We aim to ensure that all people can exercise their right to physical and mental health without discrimination, regardless of age, circumstance, gender, religion, place of residence or income.
- **Self-determined development:** Health enables people to lead self-determined lives and realise their potential. We respect and promote the right to self-determined individual and societal development.
- **Integrity:** Competence, experience, trust and credibility form the basis and the capital of our work. SolidarMed is fair, transparent and respectful to its employees, donors, partners and the local population.
- **Sustainability:** We stand for reliable and value-conserving development which balances social, ecological and economic concerns.

Our organisational values are the basis for the attitude, behaviour and high standards that SolidarMed requests to be respected and adhered to by its employees. Further, we expect that these values and standards are respected by all individuals and institutions with whom we engage contractually. This applies both to professional contexts and to private matters that have an influence on the professional domain.

This Code of Conduct is valid both for humanitarian and development contexts. It outlines the attitude and the behaviour that SolidarMed expects from consultants, services providers and suppliers of goods and services, implementation partners, health system partners and supported local organisations (in the following called contracted parties) in Switzerland as well as abroad.

This Code of Conduct is a binding, integral part of all contractual agreements made between SolidarMed and its contracted parties. Contracted parties are expected to ensure that their employees and any person working for them adhere to this Code of Conduct by putting in place adequate policies and regulations and through sensitisation, supervision and training.

In signing their contract, contracted parties take on the commitment to observe this Code of Conduct, to ensure adherence by their personnel and their subcontractors, and to behave accordingly.

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. Principles of the Code of Conduct for Contracted Parties

3.1. Respect of civic duties

Contracted parties, their employees and subcontractors commit to ensure that their behaviour and action is consistent with the civic duties as expressed in the SolidarMed mission and vision statement. Namely, they

promote principles of good governance such as participation, inclusion, integrity, effectiveness, transparency, rule of law, and accountability. They regularly reflect upon their actions and behaviour in this respect.

3.2. Respect of law

Contracted parties, their employees and subcontractors commit to abide by the national laws. This applies both to residents of the respective country, and to foreign visitors.

3.3. Effective and efficient use of means

Contracted parties, their employees and subcontractors commit to make effective and efficient use of available means and assets, according to legal stipulations, internal regulations, contractual agreements and in conformity with project goals.

3.4. Culturally sensitive behaviour

Contracted parties, their employees and subcontractors commit to respect local norms and conventions in contacts with authorities, partners and communities. Appearance, manner of dress, behaviour and communication respect the customs and culture of the country. Indecent or offensive behaviour, insulting or accusing statements, political statements and spreading of rumours are avoided. Contracted parties, their employees and subcontractors are aware that they are subject to public interest and consider this in their behaviour and statements.

3.5. Fair relations and abuse of power

Contracted parties, their employees and subcontractors commit to respectful, fair and equitable relations with all persons irrespective of their age, origin, language, religion, culture, social position, physical ability or sexual orientation. They refrain from any form of disrespectful social interaction and abstain from anything that could be interpreted as degrading or putting others down.

Aware of the power imbalance vis-à-vis other actors, who are often very vulnerable, they refrain from abusing any hierarchical, material, or social position in any way. They never request any service or favour from primary beneficiaries or stakeholders in return for support or protection. They also never engage in any exploitative relationships – sexual, emotional, financial or employment-related – with primary stakeholders or other persons of concern.

3.6. Protection of children

Contracted parties, their employees and subcontractors commit to protect the rights and integrity of children and youth and must refrain from all forms of abuse towards them in accordance with the universal Convention on the Rights of the Child.

3.7. Mobbing and sexual harassment

Contracted parties, their employees and subcontractors abstain from mobbing, sexual or sexist harassment of colleagues, partners or any other person.

3.8. Conflict of interest and duty of disclosure

Contracted parties, their employees and subcontractors are aware that professional interests can conflict with organisational or personal interests. Therefore, they must make own interests transparent and avoid any behaviour which could be perceived as biased in favour of own interests.

3.9. Fraud, corruption, acceptance of favours

Contracted parties, their employees and subcontractors commit to be honest in all professional activities, avoiding and countering any kind of corruption or fraud. They do not accept gifts, invitations or other favours

that may afford them or third parties an unfair material or immaterial advantage, or that may compromise their integrity, freedom of action, or impartial judgement.

Contracted parties must inform SolidarMed if confronted with corrupt practices or unethical promises by collaborators, partners organization, consultants, officials or others.

3.10. Money Laundering

All partners, their employees and subcontractors commit to adhere to national laws regarding money-laundering and ensure that their financial transactions are not linked to illegal activities.

3.11. Health and safety

Contracted parties, their employees and subcontractors commit to safeguarding the personal health and safety of their employees and refrain from putting others in dangerous situations. They respect the physical and mental integrity of their colleagues and others.

3.12. Respect of the environment

Contracted parties, their employees and subcontractors commit to support a precautionary approach to environmental matters and undertake efforts to safeguard natural resources.

3.13. Public statements and confidentiality

Contracted parties, their employees and subcontractors refrain from making public statements of political matters associated to their work for SolidarMed. They also refrain from public accusations, provocative statements or spreading rumours including via social media. Contracted parties, their employees and subcontractors commit to handle all information received in relation with the contract with the necessary discretion and never use it to the detriment of SolidarMed or its beneficiaries, including after termination of the contract.

Without explicit assignment by SolidarMed to do so, contracted parties will refrain from providing any of such information to the media, policy makers, funders or the public. In public communication, contracted parties provide explicit reference to the sources of the information/experiences, even after the termination of the contract.

3.14. Data protection and IT security

We handle all personal and sensitive data responsibly and in line with applicable data protection laws, in particular the Swiss Federal Act on Data Protection (FADP) and, where relevant, the EU GDPR.

Personal data may only be used for the agreed purposes and never for our own interests.

We protect data with appropriate security measures to prevent unauthorised access, loss, or misuse.

Employees and subcontractors are bound by confidentiality and trained to respect privacy and security.

Any data breach or security incident must be reported to the client without delay.

Once work is completed, data must be securely deleted or returned.

4. Complaint reporting mechanisms

Any person working for a contracted party who feels under pressure to act in a way that runs counter to this Code of Conduct, or who witnesses violations of the same, must inform either the management of the contracted party and/or SolidarMed. Contracted parties are obliged to share reported cases and actions taken with SolidarMed.

SolidarMed's own reporting mechanism applies to all our employees worldwide. It is also open to persons working for contracted parties. All complaints will be followed up and treated confidentially. SolidarMed's

reporting mechanisms are publicly accessible on the SolidarMed website under the heading “integrity” (www.solidarmed.ch/integrity).

5. Sanctions and consequences

SolidarMed expects its contracted parties to investigate breaches of this Code of Conduct and to sanction non-compliant persons through appropriate measures. Sanctions can range from requesting apologies, issuing written warnings up to dismissal in cases of serious misconduct. To ensure compliance to this Code of Conduct, SolidarMed includes a monitoring mechanism (e.g. audit, spot checks, evaluations) in the written Memorandum of Understanding with the partners. In serious cases or if no appropriate sanctions are taken, SolidarMed reserves the right to end the collaboration, ask for compensation of financial losses or pursue legal action.

6. Sustainability of good conduct

With the aim to root good conduct and professional, respectful, inclusive and secure working conditions sustainably into the institutional culture of its contracted parties, SolidarMed encourages them to create their own institutional Codes of Conduct as well as related policies and regulations. This includes safe and confidential internal reporting procedures that enable employees and subcontractors, as well as third parties, to safely report misconduct to the management or independent third parties.

7. Scope of application

This Code of Conduct is valid for all parties contracted by SolidarMed, in Switzerland and abroad. It applies to stable, development or humanitarian contexts. Examples are consultants, services providers, suppliers of goods and services, implementation partners, contracted NGOs, health system partners or supported local organisations (in this document summarized as “contracted party”).

8. 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.

9. Confirmation by contracted party

Read and agreed

Name of the contracted party:

Name of signatory of contracted part:

Place:

Date:

Signature:

10. 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 point integrity