

Finnish Red Cross Guidelines on Prevention and Response to Unethical Behaviour for International Operations and Programmes

1 Purpose and scope of the guidelines

Finnish Red Cross staff members/affiliates working in Finnish Red Cross-supported International Operations and Programmes are expected to be advocates and champions of vulnerable people everywhere. This means that our actions must be in accordance of the seven Fundamental Principles of the Red Cross/Red Crescent Movement. These principles are outlined in IFRC Code of Conduct/ICRC Code of Conduct for Employees and other relevant Finnish Red Cross/Movement guidelines linked to the Code of Conduct. It is vital that all staff members/affiliates adhere to the ethical provisions expressed in Fundamental Principles, Code of Conduct and related documents, including those of humanity and impartiality (equal treatment and non-discrimination, proportionality and “needs only”-based approach to giving aid and assistance).

The purpose of this document is to give guidance what to do if you witness or are made aware of any unethical behaviour or a breach of the Code of Conduct and its related guidelines.

This document applies to all Finnish Red Cross-contracted staff in Finnish Red Cross International Operations and Programmes. “Staff” refers to Finnish Red Cross employees (Finnish Red Cross delegates and locally contracted staff) and consultants. In addition, it also applies to visitors and accompanying family members specifically sent to the International Operation/Programme by Finnish Red Cross. The policy is applicable both during and after working hours and on holidays.

Finnish Red Cross Staff-on-Loan (SoL) seconded to other Movement partners (IFRC, ICRC or Partner NS) primarily follow guidelines and mechanisms of that particular entity. However, Finnish Red Cross needs to be informed immediately accordingly of incidents of unethical behaviour (see Chapter 4.2 for details) involving its staff. In case FRC staff member being suspected FRC will investigate to determine follow-up and possible disciplinary measures.

Staff and volunteers who are working in FRC-financed operations under contract/agreement by other entity (e.g. partner NS or other organization or company) need also to adhere to the principles of the Code of Conduct and its related Movement Policies. Unethical behaviour of any of these individuals should primarily be dealt by the respective entity. Incidents must also be reported to Finnish Red Cross. Finnish Red Cross shall follow-up the case with the responsible entity (see Chapter 4.3 for details).

2 Rules of conduct

FRC staff members are expected to read, understand and sign a number of documents containing provisions of ethical behaviour. In addition to this document all staff must adhere to Finnish Red Cross PSEA policy and Corruption Prevention Guidelines. For FRC bilateral missions and secondments to IFRC the IFRC Code of Conduct and its attachments apply. For secondments to ICRC Code of Conduct for ICRC staff members apply.

These documents will outline in detail rules of conduct expected from staff and affiliates working in Finnish Red Cross International Operations and Programmes.

Each staff member is responsible for his/her own behaviour. All suspected breaches of the Code of Conduct must be reported.

3 Roles and responsibilities in the Finnish Red Cross

Senior Management in FRC is responsible that FRC staff members and partners are familiar with the guidelines, know how to report unethical behaviour and know what are the roles and responsibilities of each actor. For FRC HQ staff regular sessions on Code of Conduct and its practical implications on operations and programmes are organized.

FRC International HR Unit is responsible that these guidelines are updated and that FRC staff members are briefed about them before deployment. The guidelines form a part of the training given to delegates (e.g. during IMPACT training).

FRC manager in the country of operation (Regional Representative, Country Coordinator, Team Leader or equivalent) informs local and international partner organizations and their key personnel about the guidelines. If needed FRC staff will offer training support to partners how to prevent and report unethical behaviour. They also oversee that local partners inform beneficiaries how to act in case of suspected unethical behaviour.

FRC line managers are obliged to respond to any report of unethical behaviour as per procedures stipulated in these guidelines. If the case is not serious and all involved parties agree the case can be processed together with line manager.

All reports of unethical behaviour reported via link on FRC website are processed by Internal Auditor. Internal Auditor is responsible of investigating, monitoring and reporting of all cases of unethical behaviour reported to him/her. Internal auditor will decide case by case how the case is processed and who processes it.

4 Procedures for reporting

4.1 Reporting concerning Finnish Red Cross Staff Members

FRC Personnel who witnesses, are aware of, or suspect that other FRC staff member have engaged in or have been exposed to unethical behaviour, shall report this through any of the following channels:

1. The reporting individual's line manager or any other FRC senior manager in the region/FRC HQ (Regional representative, Country Coordinator, Team Leader, Director of International Operations and Programmes or Heads of Units).¹
2. FRC International Human Resources
3. The Internal Auditor of FRC either directly or via link on FRC website <https://response.questback.com/isa/qbv.dll>ShowQuest?QuestID=5123880&sid=foidok3Apv>

External partners, including partner National Societies, who wish to report allegations against FRC Personnel may also use any of the above mechanisms.

¹ In bilateral operations the staff member may opt for the use of grievance procedure; see *Annex 25 of HR Manual FRC Bilateral Deployments* for details

4.2 Reporting in case of Finnish Red Cross Staff-on-Loans (SoL)

FRC contracted personnel seconded to other organizations (e.g. IFRC, ICRC or other Partner NS) will primarily use the guidelines and reporting mechanisms of the organization they are seconded to. FRC Staff members are nevertheless always entitled to report any concerns to FRC, especially in case of the receiving organization failing to respond to the complaint.

The organization shall inform FRC on any reported case of unethical behaviour involving FRC SoLs. It will update FRC on the investigation, processing and outcome of the case. If necessary FRC may be involved in the case management.

4.3 Reporting concerning persons other than FRC Staff

Complaints received against persons of other entities involved in the operation (e.g. against partner NS staff/volunteers) should primarily be dealt by the respective entity. They can also be reported to FRC using any of the channels mentioned above. In this case FRC Senior Management shall refer the case to the NS Management. FRC requests NS to report back on the outcome of the case and on steps taken to ensure that the case is resolved. If the case involves physical or psychosocial harassment or abuse, NS is asked to report on steps taken to ensure that victim(s) receive appropriate support.

Complaints received against third-party personnel or external organization will be referred to the employer of the person concerned.

4.4 Reporting by beneficiaries of the operation

In each FRC supported Operation and Programme an appropriate mechanism for beneficiaries to report unethical behaviour by any of the stakeholders shall be developed together with the Partner NS. The Information about the mechanism shall be actively disseminated among beneficiaries, local stakeholders and volunteers.

This mechanism normally forms a part of the Community Engagement and Accountability (CEA) Mechanism managed by the local Partner National Society. The local Partner National Society has the obligation to report any complaints to FRC.

4.5 Reporting in case of Operations and Programmes seconded to FRC In case of FRC in charge of a seconded operation (e.g. FRC managing field hospital under IFRC/ICRC lead) all cases of unethical behaviour shall be reported as per the lead organizations guidelines and reporting mechanisms. Line manager (Team Leader or equivalent) will check that all staff (including delegates arriving from other countries) understand the Code of Conduct and its related documents and know how to report any breaches.

5 How are complaints processed in Finnish Red Cross?

In case of FRC staff member involvement, the case is processed by line manager or other member of senior management. The case and the outcome will be reported to the Internal Auditor. All breaches of the Code of Conduct deemed serious enough by the FRC management will be forwarded to the Internal Auditor who will decide on case management.

Cases involving beneficiaries of the operation will be addressed by the local partner NS through the CEA mechanism established in the operation as per its own internal procedures, local legislation and

the ethical principles of the Red Cross Movement. The local partner NS shall report the cases to Finnish Red Cross staff, who will monitor that the case is processed. The cases will be reported also to the internal auditor of the Finnish Red Cross.

Complaints against staff or volunteers of Partner National Societies, or other affiliated parties/organizations will be primarily dealt by the party /organization in question (see Chapter 4.3). FRC will monitor the procedures and report serious cases to the FRC Internal Auditor.

Internal Auditor will keep a log of reported cases and their outcome for monitoring and reporting purposes as per FRC policies. All cases fulfilling characteristics of unethical behaviour shall be reported to back donors, if so required.