



# CODE OF ETHICS AND CONDUCT

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## PLACE AND DATE

MAPUTO

02/05/2025



**THIS DOCUMENT AIMS TO DESCRIBE THE ETHICAL AND BEHAVIOURAL PRINCIPLES THAT SHOULD GUIDE THE RELATIONSHIP AND INSTITUTIONAL CONDUCT OF EMPLOYEES AND VOLUNTEERS WITH THEIR PEERS, SUBORDINATES AND BUSINESS PARTNERS, IN ORDER TO MAINTAIN A TRANSPARENT AND ETHICAL STANCE IN THE ORGANISATION'S PERSONAL AND BUSINESS RELATIONS.**

# ETHICS AND INTEGRITY PROGRAMME

The Code of Ethics (hereinafter referred to as the 'Code') of AGAPE Mozambique (hereinafter referred to as the 'Association') is a voluntary institutional agreement, aimed at regulating, from an ethical point of view, the behaviour of the Association through its staff (employees, volunteers and Mozambican and foreign collaborators) and the relations between the Association and external interlocutors (donors, supporters and beneficiaries) for all the actions that enable the Association to achieve its objectives. This Code, therefore, establishes the values, guiding principles, directives and fundamental prescriptions of conduct that all persons acting in the name and on behalf of AGAPE Mozambique must observe and promote, within the scope of their respective competences and in relation to the position they hold in the organisation.

# SECTION 1

## ART. 1 - INSPIRING VALUES AND ETHICAL RESPONSIBILITY

The Association:

- promotes the social development of people, especially in countries where situations that do not respect human dignity are more concentrated, favouring the training and moral and cultural progress of individuals and helping needy children and young people in particular to survive and improve their living conditions, in their own social context;
- carries out, as a concrete response to injustice, misery and violence, solidarity interventions that favour self-development and the defence of people's dignity, avoiding dependency and welfarism;
- contributes to awakening in the children and young people helped, trust in their neighbour and their own conscience and dignity, so that they become people who, in turn, can help their people;
- promotes correct information on the living conditions and cultures of the peoples of the countries with which the Association comes into contact;
- contributes to the creation and dissemination of a culture of solidarity.

## ART. 2 - FUNDAMENTAL PRINCIPLES

The regulations set out in this Code are aimed at promoting, realising, protecting, in the general interest, the correctness of the Association's work and its image and consideration towards all those with whom the Association comes into contact in the performance of its activities. In particular, they regulate the conduct towards beneficiaries and in general towards all those subjects who, directly or indirectly, permanently or temporarily, establish, for any reason, working relations, collaborations, voluntary work or operate in the interest of the Association also abroad.

Relations and conduct, at all levels, must be marked by the following fundamental principles: legality, centrality of the person, equality, dignity, honesty, professionalism, impartiality, absence of conflicts of interest, transparency, confidentiality, independence, quality of results, consistency, integrity, mutual respect. All those who collaborate with the Association in various capacities shall abide by these principles.

### **ART. 3 - FUNDAMENTAL PRINCIPLES TO PROHIBIT AND PREVENT SEXUAL HARASSMENT AND ABUSE**

All those who collaborate with the Association in various ways are required to comply with this Code, in particular those who perform services abroad are required to:

- also respect local laws and customs;
- respect the integrity of their physical and moral health in the working environment and in the implementation of international cooperation activities;
- not engage in sexual conduct detrimental to the dignity and health of persons that may have deleterious, traumatic and persistent consequences.

Such conduct when engaged in by international aid workers undermines the integrity, effectiveness and credibility of the entire international cooperation community.

Sexual relationships between members of the association involved in international cooperation activities and direct beneficiaries are discouraged when they undermine the credibility and integrity of the work in favour of Partner Countries. Sexual activities with beneficiaries - direct or indirect - who are minors are prohibited. It is also prohibited to exchange labour, goods or services for sexual acts, including sexual favours or other forms of exploitation, including the provision of aid and any other form of assistance to direct or indirect beneficiaries.

The Code aims to promote the development and implementation of policies and practices aimed at ensuring a work environment in which interpersonal relations are characterised by fairness, dignity and mutual respect. Sexual conduct contrary to the principles of this Code harms the inviolability and physical and moral integrity of the person and compromises the work performance of those subjected to it.

All persons required to apply this Code are required to collaborate to ensure a working environment in which the dignity of everyone is respected and compliance with the principles of this Code is guaranteed.

The Association undertakes to implement diversified, timely and impartial measures to prevent any conduct contrary to the principles of this Code, also by resorting to the appropriate disciplinary tools offered by the regulations in force and by reporting such conduct to the competent authorities, according to an approach centred on the needs of the victim of harassment, abuse or sexual exploitation, and based on respect for human rights, as well as on the principles of confidentiality, safety and non-discrimination, and also paying special attention to the specific needs of those belonging to vulnerable groups.

Those who are exposed to the aforementioned conduct have the right to be inhibited, i.e. to cease conduct contrary to the principles of this Code, also by means of timely and impartial procedures that the association takes care of and ensures the fulfilment of.

Persons who report or denounce transgressions of the principles of this Code are entitled to confidentiality and protection against retaliation or intimidation.

### **ART. 4 - COMPLIANCE WITH THE LAW, HONESTY, PROFESSIONALISM, TRANSPARENCY AND IMPARTIALITY**

The Association and all persons bound by the Code operate in compliance with the laws and regulations in force, whether Mozambican, foreign and/or international. In particular, the Association abides by the legal and legislative regulations in force in the countries where it operates, integrated with the common ethical standards affirmed

- in the United Nations Convention on the Rights of the Child;
- in the United Nations Declaration on Social and Legal Principles for the Protection and Welfare of Children.

### **ART. 5 - INDEPENDENCE OF THE ASSOCIATION**

The Association's staff, volunteers and all those who work, also abroad, in the Association's interest, undertake not to directly receive funding or to make contributions to the Association that, due to the political, cultural and economic characteristics of the donor, could jeopardise the independence of the staff and volunteers.

Within the scope of its activities (e.g. international cooperation projects, long-distance adoptions, philanthropic activities on the national territory, etc.) the Association shall not be subjected to or receive external influence of any kind from financiers, benefactors.

### **ART. 6 - UTILISATION OF FUNDS**

The Association pursues an effective, efficient and prudent use of human and financial resources. In this regard, it guarantees that financial resources from solidarity and/or from public, private national or international funding will be used in accordance with the criterion of good management for purposes in accordance with the statutory purposes.

The destination of funds must be clearly explained and linked to specific projects of the Association or to its management. The results of the activity carried out through the use of the resources collected by the Association must be made known to the community, with the forms deemed most suitable for the purpose, in particular the website and the newsletter.

In the case of projects co-funded by other partners, it undertakes to make this public if requested by the partner.

### **ART. 7 - CONFIDENTIALITY**

The Association guarantees, in every sphere of its activity, respect for the rules of confidentiality. It is therefore forbidden to use confidential information, which has come to their knowledge in the course of their activities, for purposes unrelated to their office or service and/or for personal gain.

### **ART. 8 - CONFLICTS OF INTERESTS**

All personnel of the Association shall avoid any situation or activity that may lead to conflicts of interest or that could interfere with their ability to make impartial decisions in the interest of the Association. In this regard, staff and volunteers shall not use their position and information acquired in their work in such a way as to create a conflict between their personal interests and the interests of the Association.

Members who, in the course of their activities, encounter a situation that places them in a conflict of interest are obliged to declare it and to refrain from participating in the adoption of decisions on the matter.

Members and volunteers of the Association shall abstain from participating in the adoption of decisions and/or activities concerning the legal status or economic treatment of their relatives or cohabitants who are employees of the Association.

Moreover, members and volunteers shall refrain from participating in the adoption of decisions involving associations, companies, firms with which they may have direct or indirect involvement or interest. Without prejudice to what is dictated by the contractual regulations on the subject, personnel shall not take on external positions in companies or commercial enterprises whose interests are directly or even only potentially conflicting or interfering with those of the Association and, in any case, they shall not accept collaborative assignments with persons or organisations that have, or have had in the previous two years, an economic interest in decisions or activities concerning the Association.

### **ART. 9 - RECIPIENTS**

This Code is binding and must be complied with by all personnel working for the Association, i.e. by any person who performs activities in the name of and on behalf of the Association, wherever they operate, both in Mozambique and abroad, including persons acting as the Association's representatives, directors or managers, collaborators, professionals, external consultants and volunteers acting in the Association's interest.



# SECTION 2

## **ART. 10 - STAFF AND VOLUNTEER MANAGEMENT**

The Association carries out its activities in compliance with the legislation in force to protect working conditions, avoiding any form of discrimination against its staff and offering all workers the same opportunities, so that everyone can enjoy fair treatment based on merit and in the absence of discrimination. Therefore, it creates a working environment in which the personal characteristics of individual workers do not give rise to discrimination and ensures the protection of the privacy of staff and their right to work without being subjected to unlawful conditioning.

The Association informs all its volunteers and employees about all the procedures necessary to carry out missions abroad safely, provides information on health risks, on vaccinations to be carried out before departure, and on procedures to be followed to protect health.

The Association never exposes its volunteers and employees to critical situations during missions abroad; in the event of politically unstable and compromised situations, it interrupts the deployment of volunteers and suspends missions already in progress by organising early returns.

The Association provides insurance for volunteers and employees on missions abroad.

## **ART. 11 - HARASSMENT IN THE WORKPLACE**

The Association requires that in internal and external work relations no harassment is allowed in the following terms: unjustified interference in the performance of others' work; creation of an intimidating and hostile work environment towards an individual or groups of workers; hindrance to individual work prospects for reasons of personal competitiveness.

Furthermore, the Association does not allow sexual harassment in any form whatsoever.

## **ART. 12 - WORKING ENVIRONMENT**

The Association pursues an effective, efficient and prudent use of human and financial resources. To this end, it guarantees that financial resources from solidarity and/or from public, private national or international funding will be used according to the criterion of good management for the purposes in accordance with the statutory purposes. The Association requires each employee and/or collaborator to personally contribute to creating a working environment where there is respect for the sensitivity and dignity of others.

It is forbidden to serve under the influence of alcohol, drugs or substances with similar effects, or to consume or dispose of drugs in the course of work.



### **ART. 13 – USE OF COMPANY ASSETS**

Each employee or volunteer is directly and personally responsible for the protection and preservation of tangible and intangible assets (such as, by way of example, hardware tools, software licences, electronic mail, telephone equipment, motor vehicles, machinery, equipment and tools, etc.) entrusted to him/her to carry out his/her work within the Association, and must ensure that they are used scrupulously and sparingly and for the right purposes.

Technological resources shall be used in compliance with the regulations in force and according to the procedural and operational rules established by the Association.

### **ART. 14 – GIFTS AND FAVOURS**

The Association forbids its staff from receiving any form of gift/benefit that exceeds normal courtesy practices and is aimed at obtaining favourable treatment of any kind.

Co-workers shall not ask for, for themselves or for others, nor accept, not even on holidays, gifts or other benefits, except for those of modest value, from persons who have benefited or may benefit from decisions or activities inherent to the task carried out by the co-worker.

Collaborators shall not ask for or accept, for themselves or for others, gifts or other benefits from a subordinate, and shall not offer gifts or other benefits to a subordinate or co-habitants, except those of modest value.

### **ART. 15 – TRANSPARENCY OF ACCOUNTS, BALANCE SHEETS AND COMMUNICATIONS**

Every operation and transaction carried out for the Association must be correctly recorded. Each operation must be supported by adequate documentation, in order to be able to carry out controls attesting the characteristics of and the reasons for the operation.

Financial statements, income statements and balance sheets, reports and any other communication concerning the economic, financial and asset situation of the Association, however denominated, even where not provided for by law, must be drawn up, in compliance with the rules and accounting principles, with clarity and transparency and represent in a correct and truthful manner the economic reality of the Association.

### **ART. 16 – CONFIDENTIALITY AND PRIVACY**

The confidentiality of information is an asset that the Association also protects through its staff, therefore any information obtained by staff in connection with their work is the property of the Association.

Data concerning persons will be processed in accordance with the provisions in force. Staff who become aware of information that is not in the public domain must use the utmost caution and care when using such information, avoiding its disclosure to unauthorised persons, both inside and outside the Association.

### **ART. 17 - LAUNDERING, RECEIVING AND USING MONEY, GOODS OR BENEFITS OF UNLAWFUL ORIGIN**

The Association absolutely forbids its staff to purchase, replace or transfer money, goods or other utilities in the knowledge of their criminal origin, or to perform other operations in connection with them, so as to hinder the identification of their criminal origin. It is also prohibited to replace or transfer money, goods or other utilities originating from a crime or to carry out, in connection therewith, other transactions so as to hinder the identification of their criminal origin.

### **ART. 18 - SPONSORSHIPS AND DONATIONS**

The Association shall be entitled to receive sponsorships exclusively for fundraising events or for institutional expense reimbursements that have a high social, cultural, or charitable value, all in compliance with the Association's institutional purposes and in full respect of its autonomy; no sponsor may ever interfere and impose its own corporate policy on the Association.

The Association may receive donations in compliance with the requirements of the accounting, civil and tax regulations applicable to non-profit organisations.

The Association undertakes to give clear and exhaustive information to donors, whether individuals or companies, on how their donation will be used, clearly indicating the beneficiaries and the results achieved thanks to their support.

The Association will make its financial statements (balance sheet, explanatory notes and social balance sheet) available to donors so that they can, if requested, view them and verify the use of their donation.

In relation to the Distance Support projects it undertakes to provide clear and comprehensive information on the situation of the children supported on an annual basis and to highlight in both the financial statements and the social report the progress of Distance Support.

### **ART. 19 - RELATIONS WITH MOZAMBIKAN AND FOREIGN PUBLIC ADMINISTRATIONS**

In all relations with the Public Administration, Public Authorities and Public Institutions (hereinafter the P.A.), both Mozambican and foreign, the Association undertakes to fully and scrupulously implement the applicable laws and regulations. The management of

relations with the P.A. (including judicial authorities, including foreign ones, Embassies, Consulates, etc.) is carried out in compliance with the regulations in force.

The Association prohibits its staff (employees, collaborators, volunteers), whether directly, indirectly or through an intermediary, from promising or paying money or other benefits, in any form whatsoever (i.e. goods, gifts, trips, services or favours) that may reasonably be interpreted as exceeding normal courtesy practices, to public officials, persons in charge of public services, managers, officers, employees or representatives of the Public Administration, including foreign ones, or of EU or international public bodies, or to persons related to them, including relatives and cohabitants, in order to induce the performance of acts in the interest or to the advantage of the Association, including concessions, authorisations, licences or other administrative acts.

### **ART. 20 - RELATIONS WITH FINANCIERS AND DONORS**

The Association receives funding for the realisation of charitable projects and initiatives, through donations from private individuals, fundraising campaigns, events, participation in specific calls for proposals, including public ones, always respecting its autonomy, decision-making and organisation. No form of donation that compromises the Association's autonomy will be accepted. The Association shall not use donors whose proven illegal behaviour is known to it and whose conduct is considered unethical.

The Association undertakes to fully and transparently report all activities carried out and the related costs incurred, highlighting the consistency between the results obtained and the results declared to donors, and to inform them of any tax benefits deriving from their donations. It also publicises the annual report to its donors, via newsletter and website.

### **ART. 21 - RELATIONS WITH SUPPLIERS, COLLABORATORS, CONSULTANTS AND PROFESSIONALS**

In relations with suppliers of goods and services, collaborators, consultants and professionals, including foreign ones, the Association's personnel shall:

- select suppliers on the basis of objective criteria such as price and quality of the good or service
- check the reliability of the supplier/consultant, also in relation to the geographical area to which they belong
- observe contractual terms and conditions and the provisions of Mozambican or foreign law;
- maintain relations in line with good business practice and good professional relations.

Moreover, in the event that councillors, members and employees become aware of proven misconduct in terms of legality and fairness on the part of suppliers, the Association shall interrupt any kind of business relationship. Any councillor, member or employee who is

offered personal gain by a supplier in order to favour his or her choice shall notify the Board of Directors and suspend all business relations.

The association shall also maintain business relations with suppliers on the basis of what is laid down in its financial regulations.

### **ART. 22 - RELATIONS WITH PARTNERS (FOUNDATIONS, ASSOCIATIONS, NGOs, ETC.)**

Relations with domestic and foreign partners are marked by loyalty, fairness and a spirit of cooperation. Should cooperation prove ineffective or in the course of joint action irreconcilable contrasts with the principles of the Code and the accepted values of the Association emerge in the partners' way of operating, the Association undertakes to terminate the relationship.

Local partners are selected on the basis of their reputation and knowledge of the territories in which they operate.

Local partners are involved in the definition of projects from the needs analysis, throughout the implementation to the evaluation and reporting of projects, respecting their identity and culture.

It is forbidden for members, volunteers and collaborators to take personal initiatives without prior authorization from the Board of Directors for all institutional aspects that engage the Association.

### **ART. 23 - PRESS AND MEDIA RELATIONS**

The association addresses the press and mass media only through its president or other spokespersons expressly delegated to do so, in an attitude of utmost fairness, helpfulness, and transparency.

### **ART. 24 - CONTROLS**

The Association ensures an internal organization of work such as to guarantee:

- an adequate level of segregation of responsibilities;
- evidence of processes for the finalization of which the joint support of various parties is required;
- all actions and operations of the Association have an adequate record and it is possible to verify the process of decision-making, authorization and performance;
- each operation has adequate documentary support in order to be able to proceed at any time to carry out controls that attest to the characteristics and reasons for the operation and identify the persons who authorized, carried out, recorded and verified the operation

## AGAPE MOZAMBIQUE'S CODE OF ETHICS AND CONDUCT

- all internal documentation is kept in an accurate, orderly and complete manner.

All personnel must ensure maximum cooperation, completeness and transparency in the performance of their assigned duties, as well as accuracy of data and processing.

# SECTION 3

## **ART. 25 - OBLIGATION, KNOWLEDGE AND ACCEPTANCE OF THIS CODE**

The rules of this Code do not constitute an obligation but supplement the fundamental duties of workers and all those who have relations with the Association, and do not exempt them from compliance with current civil, criminal, administrative and contractual regulations.

The Association's staff, including volunteers, read and accept this Code, expressing their commitment to respect the rules and prohibitions contained herein and not to obstruct in any way the work of the bodies responsible for its safeguard.

All personnel, in various capacities connected with the Association, volunteers, members and partners, both in Mozambique and abroad are made aware of this Code. For the purpose of knowability, this Code is, in addition, available in electronic format on the Association's website.

## **ART. 26 - ENTRY INTO FORCE, COORDINATION, EFFECTIVENESS, UPDATING AND AMENDMENTS**

This Code, in its second revision, was adopted by resolution of the Management on May 2, 2025, effective immediately. Any updates, amendments or additions to this Code must be approved by the Management itself.