



# Islamic Relief

## HR Department

### Code of Conduct



The Prophet Muhammad (pbuh) said: 'the dearest to me



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## **1 INTRODUCTION**

- 1.1 As an organisation that aspires to set standards and act as role models to others, Islamic Relief takes its code of conduct seriously and expects the highest levels of professionalism and conduct from all who work with and for the organisation.
- 1.2 Islamic Relief wishes to recognise and reward excellent conduct as well as address conduct which falls short of the expected standards.
- 1.1 Islamic Relief's values, which are inspired by the Islamic faith, require us to work to the standards of the code and act as role models through our actions and behaviour as set out in the code of conduct.
- 1.3 The Islamic values also shape our vision and mission and inform our code of ethics which applies to Islamic Relief in its operation as a humanitarian organisation.

## **2 POLICY STATEMENT**

- 2.1 The purpose of this document therefore is to provide members of the Islamic Relief family with a set of value based principles guiding the standards of conduct that they are expected to uphold in their interactions with each other, the organisation and the wider community.
- 2.2 Failure to comply with this policy and guidelines in this document may result in disciplinary action up to and including termination of employment, contract or procurement arrangement. The action taken will be commensurate with the seriousness of the conduct and an evaluation of the situation. All serious violations of these guidelines will be brought to the attention of the CEO where deemed appropriate.

## **3 PRINCIPLES**

- 3.1 All members of staff in Islamic Relief including directors and the chief executive officer formally undertake to support the Islamic ethos as a requirement of their employment agreement and are expected to demonstrate their support for the vision and mission of Islamic Relief, their employment responsibilities and conduct.
- 3.2 As an Islamic Relief staff member, you should not bring the organisation into disrepute, therefore your conduct in the presence of colleagues, consultants, trustees, beneficiaries, donors or supporters whether in Australia or overseas is of paramount importance.

## **4 WHO IS THIS POLICY APPLICABLE TO?**

- 4.1 This policy applies to all employees of Islamic Relief Worldwide.
- 4.2 It also extends to others who engage in activity on behalf of IR such as volunteers, consultants and anyone who acts as a representative of the organisation or may be perceived as representing the organisation.



## 5 WHO IS RESPONSIBLE?

### 5.1 The Role of the Employee

- To ensure you are familiar with the code of conduct and to adhere to it
- To report any breaches of the code of conduct to their Line Manager or HR Partner

### 5.2 The Role of the Line Manager

- To advise members of their team on any aspect of the code of conduct
- To act as a role model to staff

### 5.3 The Role of the HR Department

- To provide and regularly update the policy framework in conjunction with the Board of Directors and Trustees
- To give advice on any aspect of the Code of Conduct policy to staff and management

## 6 WHAT ARE THE VALUES UNDERPINNING THIS POLICY?

6.1 We believe that Islamic Relief's values and ethics provide us with a unique framework for good conduct and one that can apply to all staff and volunteers regardless of background. The IR values are primarily drawn from the Quran and Sunnah (prophetic way) and these primary sources of the Islamic faith remain the reference points that define Islamic Relief's values.

6.2 The values allow the organisation to guide its code of conduct which in turn helps nurture integrity, morality and ethics which according to Islamic traditions are pathways to peace and harmony. The references to both the code and to values also remind us that there is both a legal and moral (or spiritual) dimension to the conduct and desired behaviour.

6.3 From these primary reference points, Islamic Relief has identified five particular values to act as a focal point of the organisation, namely:

- Excellence (Ihsan)
- Sincerity (Ikhlas)
- Social Justice ('Adl)
- Compassion (Rahma)
- Custodianship (Amana)

6.4 In line with these values and in terms of the code of conduct, employees are hence required to embody *excellence* in their conduct, be *sincere* in their behaviour, act *justly*, be kind and *compassionate* with others and take ownership (*custodianship*) of their actions as role models and ambassadors of the organisation.

6.5 The Islamic Relief values also inform the wider way in which the organisation works in the international development arena, details of which are contained in the 'Islamic Relief Code of Ethics' (also often referred to as the Islamic Relief Code of Conduct). However this document which is the (HR) Code of Conduct for, as already said it is applicable to more people than



this, will focus solely on employee behaviour and individual conduct as opposed to the broader organisational code of ethics.

- 6.6 If you are in any doubt about any aspect of the Code of Conduct please speak to your HR Partner.

## **7 WHY HAVE A CODE OF CONDUCT?**

7.1 In addition to the above, the following outlines a summary of why a Code of Conduct is required:

- To define accepted/acceptable behaviour
- To promote high standards of practice
- To provide a benchmark for members to use for self-evaluation
- To establish a framework for professional behaviour and responsibility
- As a mark of identifying our values as expressed through our Muslim faith at this stage in our journey as an organisation

## **8 WHAT CONDUCT IS EXPECTED AT ISLAMIC RELIEF?**

- 8.1 Islamic Relief wishes to be a role model of good conduct and excellence in the community by recognising and rewarding excellent conduct, but also handling misconduct and poor behaviour in a fair and appropriate manner.
- 8.2 The following outlines a range of categories which represent the types of scenarios that the code of conduct would typically cover. While this is not exhaustive, it should serve as an adequately comprehensive outline of the kind of conduct that is expected of staff and the kinds of conduct that are not acceptable.

## **9 FOLLOWING REASONABLE INSTRUCTIONS**

- 9.1 You must reply promptly, conscientiously and effectively with all lawful and reasonable decisions, instructions and directions given by a person having authority to give such directions, such as your Line Manager or senior management.
- 9.2 You must not knowingly or deliberately impede compliance with, or implementation of, a lawful and reasonable decision or direction.
- 9.3 When making decisions or giving directions, you must act within your legal and organisational responsibilities and obligations. You must make what you believe to be competent decisions and give fair and reasonable guidance and directions where you are empowered to do so.

## **10 PROFESSIONAL CONDUCT AND ETHICAL BEHAVIOUR**

- 10.1 During your employment with Islamic Relief, you should act in a professional and respectful way that enhances your professional reputation and the reputation of Islamic Relief. You should be aware that your personal conduct and lifestyle both within and outside normal working hours can reflect either positively or adversely on Islamic Relief and therefore you



should act appropriately in the presence of donors and beneficiaries at all times, both within and outside of your working hours so as not to bring Islamic Relief into disrepute.

- 10.2 You must treat fellow colleagues and others within their work environment with respect and dignity.
- 10.3 You must be familiar with all policies, procedures and obligations that are applicable to your role. The HR Department will make all relevant information available to staff through the induction process and extranet. You are required to read and ensure that you understand policy documents issued or circulated to you. If you are uncertain about any aspect of policies, procedures and obligations which apply to you, please speak to your HR Partner or Line Manager.
- 10.4 You must act promptly in reporting breaches of the law, Islamic Relief and/or government policy as well as misconduct and maladministration under Islamic Relief's Code of Conduct, to your Line Manager, HR Partner and/or CEO, whichever is appropriate.
- 10.5 You should perform your work duties competently and responsibly with focus on delivering or supporting high quality service to the donors and the beneficiaries.
- 10.6 You must freely share experience and skills where appropriate to help other members of the organisation.
- 10.7 You must maintain your professional competence through appropriate professional development or learning experience.
- 10.8 You must provide partners, donors and sponsors with information that is accurate, complete, objective, relevant, timely and understandable.
- 10.9 You must comply with all applicable rules and regulations of local government and other appropriate private and public regulatory agencies.
- 10.10 You must maintain the accuracy, integrity and appropriate confidentiality of all information used in your professional dealings in Islamic Relief.
- 10.11 You must only take leave of absence from your work duties when authorised to do so.
- 10.12 You must ensure that Islamic Relief resources are not used improperly. These resources include financial and material resources as well as intellectual, information, system and knowledge resources related to the work of Islamic Relief. Work time is also a valuable resource that must be managed effectively to create productive outcomes.
- 10.13 You must not behave in ways that a reasonable person would consider to be offensive, intimidating, humiliating or threatening. Such conduct might include, but not be restricted to, targeting fellow colleagues with unfair and continued criticism, making excessive or unreasonable demands of others, and making any form, either oral or written (including electronic communication) of derogatory comments to work colleagues, donors or beneficiaries. Should such unacceptable behaviour occur, then all recipients of such



behaviour have recourse to the process contained within the Islamic Relief's Grievance Policy and Procedure.

10.14 Please refer to Islamic Relief's **Disciplinary Policy and Procedures** for definitions of misconduct.

## 11 DRESS CODE

- 11.1 Dress, personal appearance and hygiene are important elements of professional conduct. Your appearance should be professional at all times both within the workplace and when representing Islamic Relief elsewhere.
- 11.2 You should use common sense in adhering to the principles underpinning the policy. The Board of Directors in conjunction with the Head of HR will be the ultimate arbiter of what is and is not appropriate for the purposes of this policy.
- 11.3 Islamic Relief recognises the diversity of cultures and religions of its employees and seeks to take a sensitive approach when this affects dress and uniform requirements. However, priority will be given to health and safety, security and professionalism.
- 11.4 Modesty is also of great importance and your dress should reflect the values and sensibilities of the organisation and should present a professional image.
- 11.5 This means that you are required to be neat, clean and tidy while at work whether working on Islamic Relief's premises or elsewhere. Your clothing should follow professional and cultural norms and be modest in appearance so that it does not cause offense to others. Business dress is strongly recommended since most Islamic Relief locations have external visitors, while smart casual will be considered a minimum requirement. You should dress appropriately to your gender and when travelling to overseas locations you should make sure you dress within the norms of the local culture and in line with Islamic Relief's values and expectations.
- 11.6 On no occasion should male and female staff wear scruffy, torn, transparent, or tight fitting clothing, articles of clothing which are low cut, sleeveless or above the knee. Sports wear including caps, vests or shorts are also not permissible. Informal attire such as jeans and



trainers are also not considered business or smart casual and should not be worn to work, except when you are required to for business reasons, such as fundraising outside the office.

- 11.7 If you are in doubt about the suitability of your clothing/outfit (including jewellery) you should speak to your HR Partner. If you are travelling overseas then you should seek guidance on dress code prior to your travel with the local office you will be visiting.

## **12 USE OF ISLAMIC RELIEF RESOURCES**

- 12.1 You must ensure that all Islamic Relief equipment, resources, and consumable items are used appropriately for the work and business of the Islamic Relief.
- 12.2 You must ensure that Islamic Relief equipment is maintained and used in accordance with the manufacturer's requirements and that all use is both safe and legal.
- 12.3 You must have approval to use Islamic Relief equipment and resources offsite for work purposes and must ensure that they are safely stored and secured.
- 12.4 You must ensure that you do not breach copyright law or licensing agreement when copying any Islamic Relief property such as intellectual property, library and reference material or copying other property for Islamic Relief use.
- 12.5 You must not seek financial gain from work produced for Islamic Relief without prior authorisation from your Line Manager.
- 12.6 If your work duties involve purchasing or managing resources on behalf of Islamic Relief you must act within your delegated authority and comply with legislative requirements, policies and procedures for the purchase, use and disposal of any Islamic Relief resources.
- 12.7 The use of mobile phones whilst driving is illegal in Australia. Whether in Australia or overseas you must not use mobile phones while driving Islamic Relief vehicles or your private car while on Islamic Relief business.

## **13 USING ISLAMIC RELIEF INTERNET, PERSONAL INTERNET ELECTRONIC MAIL, MOBILE PHONES AND OTHER MEANS OF ELECTRONIC COMMUNICATION**

- 13.1 Islamic Relief resources, including mobile phones, the internet and electronic mail systems should primarily be used for official purposes or in accordance with Islamic Relief's ICT policy, which is available on the extranet.

The following is not an exhaustive list;

- Accessing, storing, or transmitting words, images or other material that are illegal, sexually explicit, violent or that a reasonable person would find offensive (this does not include material that is part of a complaint, report or notification about alleged improper conduct of a person made in accordance with an authorised procedure)
- Gambling
- Accessing chat lines not associated with work
- Transmitting inappropriate jokes





- Sending of inappropriate programmes or mails
- What a reasonable person would see as excessive use of the internet
- Unauthorised use of Islamic Relief e-mail distribution lists

## 13.2 Social Media

A variety of social media tools are used on a daily basis within the organisation. You should be aware that you are representing the organisation when using social media and due care and attention must be taken to avoid bringing the organisation into disrepute. A deliberate misuse and breach of the policy may lead to disciplinary action being taken against you. There is a policy on social media which you should refer to which outlines your responsibilities when using social media.

Please refer to the Communications policy on Social Media for further information.

## 14 SECURITY AND SAFETY

- 14.1 Maintaining a safe and secure environment is extremely important at Islamic Relief. Our goal is to provide a safe working environment for our employees as well as secure facilities and networking systems to conduct our business.
- 14.2 You are expected to always behave in ways that promote the safety, welfare and wellbeing of fellow employees, donor/beneficiary and others in the workplace environment in accordance with relevant occupational, health and safety legislation and in accordance with the Health and Safety Policy.
- 14.3 Islamic Relief is committed to conducting its business in compliance with all applicable environmental and workplace laws and regulations in a manner that protects the safety and well being of Islamic Relief employees and the general public. Islamic Relief employees should immediately report any environment, health or safety concern to Islamic Relief's Human Resources Department.
- 14.4 IR staff should also be aware of obligations that IR as a humanitarian and faith based organisation has, in particular with Child Protection and the protection of vulnerable people. Further details can be found in the Child Protection policy.

## 15 ANTI-FRAUD, CORRUPTION AND BRIBERY PREVENTION

- 15.1 As a non-profit company, it is imperative that the organisation makes complete, full, accurate and timely disclosures as required by applicable laws and regulation. Employees are expected to provide necessary information to the appropriate internal parties and the organisation's Finance department to assure that all filings and releases are complete, accurate, and understandable.
- 15.2 Islamic Relief prohibits any kind of fraudulent activities, including for example:
- Bribery as defined by the UK Anti-Bribery Act (2011)
  - Embezzlement
  - Forgery or alteration of cheques or other negotiable instruments



- Falsification of Islamic Relief records or financial statements
- Misappropriation of Islamic Relief, employee, partner, donor or supplier assets
- Any other dishonest or fraudulent act

### **The Legal Environment** (*Australian Trade Commission*)

Legal risks from bribery are increasing significantly as a result of international conventions:

- **Australia – Section 70 of the Criminal Code 1995 Amendment (Bribery of Foreign Public Officials) Act 1999**
- **2010 UK Bribery Act 1 July 2011**  
–includes obligations to prevent bribery
- **US Foreign Corrupt Practices Act (FCPA) 1987**  
–US authorities are active in prosecuting companies and individuals

## **16 CONFLICT OF INTEREST**

- 16.1 A conflict of interest may exist when your private interests have the potential to interfere with the proper performance of your work duties. A potential or actual conflict of interest must be identified, declared and avoided or resolved in favour of the public interest and should not be undertaken without the express permission of your divisional director, the CEO or Line Manager.
- 16.2 In many cases, only you will be aware of the potential for conflict. The onus therefore is on you to notify the appropriate manager of this potential conflict.
- 16.3 You must give your complete loyalty to further the best interests of Islamic Relief. You should avoid any action that may involve, or may appear to involve, a conflict of interest with Islamic Relief. You must not perform outside work or activities that prevent you from conducting your role in Islamic Relief in full.
- 16.4 You must also ensure that you do not engage in business activities that would conflict with the interests of Islamic Relief unless approved in advance by your Division Director. For further details please refer to the detailed Conflict of Interest policy.

## **17 POLITICAL ACTIVITIES AND CONTRIBUTIONS**

- 17.1 No Islamic Relief fund/resources may be used to make political contributions of any kind to any candidate or political party. This prohibition covers not only direct contributions, but also indirect assistance or support of candidates or political parties through the purchase of tickets to special events or other fund raising events, or the furnishing of any other goods, services or equipment to political parties or committees.
- 17.2 An employee's personal engagement in political activities in their own personal time is ordinarily their own private matter. However there may be instances where this poses a risk to the organisation such as bringing it into disrepute. As such it is recommended to register any



such engagement by emailing your HR Partner and CEO to ensure that the organisation is aware/approves of this engagement.

## **18 SIGNING CONTRACTS AND EXPENDITURE COMMITMENTS**

- 18.1 You are required to review both Islamic Relief delegations of authority and policy governing contract preparation, terms, signing and retention before any commitment is made on behalf of Islamic Relief. The delegations of authority provides information on authorised expenditure on commitment levels within the organisation and the contract signing matrix provides information on who may commit Islamic Relief to any contractual obligation. An employee must have clear direction and empowerment from their line management before proceeding with the signing of any contracts or making financial commitments.
- 18.2 A commitment by Islamic Relief includes the extension of any written agreement or any other verbal or written undertaking that obligates or binds Islamic Relief in any respect whether or not it involves the payment of money.
- 18.3 Our contract will usually be in the form of a detailed proposal, including aims, activities, costs, timescale and deliverables. The quality of our service and the value of our support provides the only true basis for continuity.

## **19 PROSELYTISATION**

- 19.1 You should not use your work time or presence in work premises to engage in overt and uninvited preaching or in attempts to convert anyone whether a fellow employee or other stakeholder externally. Nor should you use the vulnerability of the beneficiary, whether pertaining to food, shelter, education, medication or any other needs as a tool to force a change in their religious beliefs or expect anything in return whatsoever for providing them with your assistance.

## **20 WHAT ARE THE CONSEQUENCES OF ANY BREACHES IN THE CODE OF CONDUCT?**

- 20.1 As mentioned above Islamic Relief wishes to recognise and reward excellent conduct and this forms part of every staff members overall performance assessment. However, on occasions where there is considered to be breaches of the code, the following principles apply:-
- Any potential breaches or allegations of the code of conduct will be dealt with under Islamic Relief's Disciplinary Policy and Procedure and with the principles of fairness and natural justice.
  - Potential breaches of the Code of Conduct including apparent breaches and allegations will be dealt with in accordance with the principles of procedural fairness and natural justice. Potential breaches may be raised with line management or HR and the appropriate Islamic Relief policies will be applied. In cases of alleged serious misconduct a formal investigation under the Disciplinary Policy may be initiated.
- 20.2 Employees should be aware that the organisation may be obliged to apply disciplinary sanctions if the Code of Conduct is breached. Depending on the nature of the breach, one of the following may be applied:



- Formal counselling
- Written warning
- Demotion
- Suspension
- Dismissal
- Laying of criminal charges or civil action

20.3 It is our aim that the policy promotes excellent conduct and encourages a change of behaviour if you are failing to meet the required standards. Any steps taken or sanctions are designed to support you to improve your conduct to reach the expected organisational standards.

## **21 WHERE CAN I GET MORE INFORMATION OR GUIDANCE?**

21.1 If you are not clear about any aspect of the code of conduct and are unable to find clear guidance from the policy, you should consult your HR Partner.