

Terms of Reference (ToR)

Title: Develop and Design IEC materials for ACCESS Project

1. Background

HELVETAS Swiss Intercooperation is a development organization anchored in Switzerland. Our vision is a just world in which all men and women determine the course of their lives in dignity and security, sustainably using environmental resources. Helvetas vision in three words: "life in dignity". The promotion of good governance gender equality and social equity is an integral part of the overall organizational policy of Helvetas Bangladesh, through which we seek to ensure that our organizational culture and practice reflect our commitment to social change. It supports disadvantaged people and communities in developing countries to determine the course of their own lives and provide help for them to help themselves.

HELVETAS Swiss Intercooperation is the most experienced and largest development organization in Switzerland. It is active in 30 countries in Africa, Asia, Latin America, and Eastern Europe. In Bangladesh, it started work in 1997 and in 2000 registered with NGOAB. The organization implemented a variety of projects with a focus on livelihoods/value chains, enterprise development, migration, skills development, local governance, disaster reduction, and climate change. Helvetas works in three broad working areas (domains) with goals: Ensuring Basic Rights: Water, Food, and Climate (WFC); Strengthening Good Governance: Voice, Inclusion, and Cohesion (VIC); Creating New Perspectives: Skills, Jobs, and Income (SJI). In Bangladesh, Helvetas is active in 28 districts to promote sustainable and inclusive development, resilience to climate change, safe and informed migration, and good governance. Since 2017 Helvetas has been working in humanitarian response, especially for the Rohingya refugees and host communities. Helvetas works in partnership with civil society organizations, government actors, and the private sector to reinforce their autonomy and strengthen local ownership of social and economic development.

Under the Water, Food, and Climate (WFC) domain, Helvetas Bangladesh focuses on themes like Adaptation and Disaster Risk Management, Climate Justice and Governance, and Inclusive Water Access. Helvetas Bangladesh successfully implemented various projects under the WFC Domain including the Panii Jibon (Water is Life) project in the Southwest part of Bangladesh.

1.1 Project overview

Learning lessons from Panii Jibon (Water is Life) project (2015-2023) and Recovery in Dignity project implemented by Helvetas Bangladesh respectively in southwest and northwest part of Bangladesh, the "Actions to Climate Change Ensuring Sustainable Solutions (ACCESS)" project has been designed with the aim to continue strengthening the resilience of climate-vulnerable communities in Bangladesh, particularly marginalized groups facing increasing risks from climate-induced disasters, water scarcity, and governance challenges. By integrating climate justice, governance, disaster risk management (DRM), and inclusive water access, the project ensures that adaptation efforts are participatory, equitable, and sustainable.

The project works in three main fields: 1) Climate Change Adaptation and Disaster Risk Management, 2) Climate Justice and Governance, and 3) Inclusive Water Access. Under "Climate Change Adaptation and Disaster Risk Management," the project works through three entry points: Resilient Livelihoods, Climate- Induced Migration, and Disaster Risk Management. To ensure resilient livelihood, communities are supported through capacity transfer and the adoption of climate-smart agriculture technologies and



practices in crops, fisheries, livestock, and poultry. The producer groups are encouraged to form cooperatives to gain better access to credit from micro-finance organizations, banks, and public services departments. The project engages with the private sector by strengthening the role of local service providers in assisting producer groups and develops connections between local farmers and different line departments for input and technical support and capacity building. To address the complexity of climate-induced migration, the project works with communities, local governments, and intermediaries, both at the place of origin and destination of the migration flow. At community level, local awareness on migration risks and opportunities with a special focus on migrants' rights are build. In collaboration with the local government, the information hub at union level works to promote the information provision and bridges the migrants, intermediaries and service providers. The project also focuses on non- migrants and potential migrants by developing their alternative livelihood skills. The project supports the communities to actively reduce disaster risks by rehabilitating key infrastructures, making shelters more accessible for people with disabilities, and applying nature-based solutions. The interventions support communities in assessing climate-related risks and action planning, ensuring the involvement of the most affected people. To conduct these action plans, the capacities of local authorities and communities are strengthened. According to SOD, disaster management structures are reformed and activated at the ward and union levels.

Under "Climate Justice and Governance", the project works through the entry points: loss and damage, climate finance, and climate governance. To address the devastating experience of loss and damage, the project works directly with communities by rebuilding livelihoods and infrastructure, reskilling for alternative livelihoods, and planning and informing migration. Helvetas works on climate finance issues based on principles of fairness, responsibility, and justice.

Under "Inclusive Water Access", the project works on access to inclusive WASH and water resource management. To ensure access to climate-resilient and inclusive WASH, the project works with the communities and local authorities following a three-pronged approach of People, Technology, and System. At the community level, the local enterprises are capacitated and promoted so they can offer adaptation technologies also providing employment opportunities, especially for women. To encourage and enhance space for research and innovation opportunities, the project works with government departments and innovates new technologies responding to the changing climate context. In case of working on public water resource management, the community is supported to improve their access to public funds for WASH investments. The project supports the local community-based organizations through strengthening their capacity to ensure access to public resources, and water bodies ensuring their livelihood as well.

1.2 Project locations and time period

The project works at both the south and north regions of the country with four districts and eight upazilas in total - Bagerhat, Khulna and Satkhira at the south and Kurigram at the north. The project duration is four years spanning from 2024 to 2027.

Project Result Chain

The goal of the project is 'climate-vulnerable communities in the hotspots in Bangladesh are advancing with increased resilience and reduced risk' which is to be achieved through four outcomes. Again, to achieve outcome 1, i.e. 'climate and disaster-vulnerable communities are utilizing their enhanced capacities to reduce their vulnerabilities', output 1.2 specifically focuses on enhancing access to information for climate-induced migrants at the local level while strengthening the response of local governments through social safety nets and climate change-related funds. Key activities include community discussions on migrants' rights and livelihood opportunities, skills development initiatives, and economic guidance for migrant households. The initiative also promotes the establishment of migration hubs at the Union Parishad level, youth-led climate forums, and gender-segregated migration

databases to facilitate informed decision-making. Additionally, efforts to influence policy include sensitization workshops, advocacy campaigns, and media engagement to ensure that social safety nets adequately support climate migrants. Finally, landscape mapping of climate-induced migration patterns using GIS and participatory methods will help identify at-risk populations and improve targeted interventions. Through these combined efforts, Output 1.2 aims to create a more structured, informed, and supportive framework for climate-induced migrants and their host communities.

2. Assignment context

The north and southwestern zones of Bangladesh face severe and escalating challenges due to climate change. These regions are particularly vulnerable to the impacts of climate variability and extreme weather events, such as increased frequency and intensity of cyclones, unpredictable monsoon patterns, and prolonged droughts. Additionally, rising sea levels contribute to the intrusion of saline water into freshwater systems, further exacerbating the issue of soil salinity. This has led to the degradation of arable land, making traditional agricultural practices increasingly ineffective and unsustainable. People in these areas predominantly depend on age-old agricultural practices, which are inadequate for addressing the complex challenges posed by poor soil quality, high salinity levels, water scarcity, and erratic rainfall patterns. The reliance on traditional farming methods has resulted in lower crop yields and reduced income for many households, thereby exacerbating food insecurity and poverty in these vulnerable communities. To adapt, communities need clear information, practical skills, and easy-to-understand awareness tools that support climate-smart actions.

Communities need practical information, user-friendly learning tools and stronger awareness to adopt climate-smart practices. The ACCESS Project, implemented by DORP, ESDO, and UTTARAN with technical support from HELVETAS Bangladesh, aims to enhance resilience and reduce climate-related risks for vulnerable communities in the hotspot regions of Bangladesh. This is achieved through community capacity building, inclusive local governance, equitable water resource management, and enabling an evidence-based policy environment for climate adaptation.

Effective communication plays a key role in this effort. Information, Education, and Communication (IEC) materials will support learning and behavior change by making awareness messages simple, visual, and relatable for community members, youth, women, local leaders, PwD, and service providers.

The purpose of this assignment is to design visually compelling and context-appropriate IEC materials that will help community members, youth, local leaders, and service providers understand climate risks and take adaptive action. The consultant or consulting firm will translate technical messages into creative visuals that encourage behavior change and community-driven resilience.

3. Objectives

Main Objective

To engage a qualified consultant or creative firm to identify potential IEC materials required for visualizing project narrative and messages based on project framework as well as to develop meaningful and visually engaging IEC materials that communicate climate-related messages and strengthen community awareness, behavior change, and outreach under the ACCESS Project.

Specific Objectives

- Identify required IEC topic and materials to capture all the areas of the project based on project theme and framework



- Transform key thematic areas of the project such as climate adaptation, disaster risk reduction, climate-induced migration, climate governance, climate finance, loss and damage, climate-resilient WASH, natural resource management, and policy advocacy into simple and visually compelling communication materials
- Ensure the designs reflect local culture, gender and disability inclusion, and are easy to understand for diverse community groups
- Strengthen the visibility and messaging of Climate Information Service (CIS) Centers and Climate Migration Hubs (CMHs), Seed bank, community sessions, billboard, poster and other visibility matters.
- Adhere to branding, communication, and safeguarding standards of SDC, Helvetas Bangladesh, ESDO, Uttaran, DORP throughout the design process.

4. Scope of Work

The consultant/firm will work closely with the ACCESS team and will be responsible for:

Identification of the necessary IEC materials

- Identify the necessary IEC materials and content to visualize project themes and activity along with project team members
- Developing an activity wise IEC material type matrix

Creative Concept and Design

- Identify the necessary IEC materials and content to visualize project themes and activity
- Develop clear visual themes based on project messages and community context
- Create IEC materials including:
 - ✓ Posters
 - ✓ Flash cards
 - ✓ Leaflets
 - ✓ Brochures
 - ✓ Billboards and signboards
 - ✓ Communication materials for CIS Centers, CMHs, Seed Bank and emerging models.
- Ensure all designs support awareness-building, behavior change, and community learning

Illustration and Artwork Development

- Produce original artwork, illustrations, and graphic layouts suitable for rural and low-literacy audiences
- Maintain cultural sensitivity, gender responsiveness, and representation of climate-affected communities
- Incorporate inclusive visual storytelling to connect with youth, women, local leaders, and community groups

Review and Adaptation

- Present sample concepts and drafts for approval
- Revise materials based on feedback from the project team
- Ensure consistency with safeguarding requirements and organizational branding guidelines

Delivery

- Activity wise IEC material type matrix
- Provide high-quality, print-ready and digital files
- Submit editable source files (AI/EPS/PSD/PNG/JPG or equivalent)
- Deliver optimized social media formats for digital use
- Ensure timely delivery of all materials as per agreed work plan

5. Deliverable

Deliverable No.	Deliverable Area	Specific Deliverables	Description of the Deliverables
Deliverable 1	Inception Phase Report	Inception Report	A short report outlining the design approach, key themes, creative direction, timeline, and list of IEC products to be developed.
Deliverable 2	IEC identification	IEC matrix	A matrix consisting of which type/types of IEC is appropriate for each of the major activity
Deliverable 3	Concept Development	Creative Concepts & Sample Layouts	2–3 visual theme options including color palette, icon style, and sample page/poster design shared for review and sign-off before developing full materials.
Deliverable 4	IEC Material Design	Draft IEC Materials	Draft designs for posters, flashcards, leaflets, brochures, billboards, CIS & CMH displays, emerging models, and other agreed items according to the project outcome and output.
Deliverable 5	Revision & Finalization	Final IEC Materials	Final approved versions of all IEC products reflecting project branding, safeguarding, and communication standards. Print-ready and digital files included.
Deliverable 6	Source Files	Editable Source Files	All design files submitted in editable formats (AI/EPS/PSD/INDD or similar) along with high-resolution PDF and PNG/JPG exports for printing and online use.
Deliverable 7	Social Media Versions	Digital-Optimized Graphics	Adapted versions of key IEC materials for social media platforms, ensuring accessible text and visuals optimized for digital communication.
Deliverable 8	Delivery & Handover	Final Delivery & Submission Note	Final submission package including all materials, file inventory, usage instructions, and delivery confirmation.

6. Methodology

The consultant/consulting firm will follow a collaborative and iterative design approach:

Desk Review



- Review ACCESS project documents, branding guidelines, CIS & CMH communication needs, and target audience characteristics

Consultation & Design Briefing

- Meet with the ACCESS team to understand messages, audiences, tone, and preferred visual direction
- Identify cultural cues, local symbols, and language preferences

Concept Development

- Prepare and present initial visual themes and sample layouts
- Agree on final design direction before full production

Content Translation & Draft Design

- Convert key messages into simple visuals and short text
- Submit drafts of all materials for comments

User-Centered Refinement

- Integrate feedback to ensure clarity, accuracy, inclusiveness, and usability
- Make sure the designs are easy to understand for community groups

Finalization and Handover

- Deliver print-ready files, editable source files, and digital formats
- Submit a final completion note and file inventory

Document that we will be provided

- Project documents
- Relevant document if necessary to consultant.

7. Duration and Location

The consultant is requested to submit the final report within the specified timeline. Helvetas Bangladesh will review and approve the methodology and work plan. Regular follow-up discussions will be held between the contracted consultant/firm and Helvetas Bangladesh. The project locations are in **remote areas of the Southwestern region (Khulna, Bagerhat, Satkhira) and Northwestern region (Kurigram) of Bangladesh.**

Specific Timeframe

Deliverable/stages	Date	Who
Submission of Proposal	23 November 2025	Consultant(s)
Presentation from shortlisted consultant/firm	26 November 2025	Consultant(s)
Confirmation and Contract Signing	30 November 2025	Project Team
Submission of Inception Report	4 December 2025	Consultant(s)
Development of creative concepts and sample layouts	05 December 2025 – 8 December 2025	Consultant(s)
Presentation on design concepts and feedback session	9 December 2025	Consultant(s)/Project Team
Preparation of draft IEC materials	11 December 2025 – 15 December 2025	Consultant(s)
Submission of Draft IEC materials & presentation	20 December 2025	Consultant(s)
Review and feedback on draft designs	22 December 2025	Project Team
Submission of final IEC materials & source files	30 December 2025	Consultant(s)



Handover package submission & completion note	31 December 2025	Consultant(s)
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8. Timeline

The assignment is expected to be completed within 31st December 2025 from the date of contract signing.

9. Budget

The budget for this consultancy will be determined based on the proposal submitted. Consultants/consulting firms are requested to provide a detailed budget breakdown, including professional fees, travel expenses, and any other costs.

10. Eligibility Criteria

The consultant(s)/consulting firm should have:

- Bachelor/Master degree in fine arts/graphic design/visual communication from a recognized institution.
- At least 5 years of proven experience in designing IEC/SBCC materials, preferably with NGOs/ NGOs/U N agencies.
- Strong portfolio of creative artwork, illustrations, and visual design for community development programs.
- Ability to use professional design software (Adobe illustrator, Photoshop, InDesign, etc.).
- Understanding of safeguarding, gender, and social issues will be an added advantage.

11. Contact Information

For further information or to submit proposals, please contact:

Proposals should be sent to procurementbgd@helvetas.org with the subject line "**Proposal for Developing and Designing IEC materials for ACCESS Project**" by 23rd November 2025.

12. Evaluation Criteria

The assessment of the quotations will start with an assessment of the administrative criteria. That means that if these criteria aren't met in your quotation, this quotation will be put aside, and the award criteria of this quotation will not be assessed.

The quotations that meet the administrative criteria will be assessed against the award criteria. The award criteria are assessed according to the following distribution of points.

Evaluation Criteria	Description	Weight (%)
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Technical Proposal		
Criteria 01: Relevant Experience	Consideration of the relevant skills and work experience of the consultant/consultancy firm/lead person in the specific sector.	10%
Criteria 02: Qualification	The consultant(s)/consulting firm should have: <ul style="list-style-type: none"> ○ Bachelor/Master degree in fine arts/graphic design/visual communication from a recognized institution. ○ At least 5 years of proven experience in designing IEC/SBCC materials, preferably with NGOs/ UN agencies. ○ Strong portfolio of creative artwork, illustrations, and visual design. ○ Ability to use professional design software (Adobe illustrator, Photoshop, InDesign, etc.). ○ Understanding of safeguarding, gender, and social issues will be an added advantage. ○ Copy of valid Tax Identification Number (TIN), Business Identification Number (BIN) (applicable for Firms) and Trade License. 	10%
Criteria 03: Detailed Methodology and proposal	Assessment of the quality, clarity, and appropriateness of the tools, design, approach, and methodology proposed.	20%
Criteria 04: Team Composition	Evaluation of the structure and qualifications of the proposed team, including the roles and responsibilities of each member	10%
Criteria 05: Time-bound work plan	Evaluation of the ability to meet delivery dates, including the reliability and feasibility of the proposed execution timeline and workflow	10%
Criteria 06: Presentation (only from top ranking bidders)	Presentation on the proposed approach, tools, and methodology.	10%
Financial Proposal		
Criteria 07: Financial proposal	Assessment of the financial proposal, focusing on the cost-effectiveness and realism of the budget plan in relation to the services proposed.	30%

13. Mode of payment

- Total fees for the assignment will be paid in two instalments. The first instalment (40% of the total fees) will be paid upon receiving 1st Deliverable (inception report) and the remaining amount (60%) will be paid upon acceptance of the rest of the Deliverable.
- The payment would be made through Bank transfer or account payee cheque by the consultant's name.
- VAT and TAX will be deducted from the source during payment as per government rules.

14. Other Terms and Conditions

The following terms and conditions apply to the present procurement:



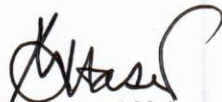
- HELNETAS Swiss Intercooperation reserves the right to accept or reject any applications without giving any verbal and/or written rationale.
- All reports, and documents prepared in relation to the assignment will be treated as HELNETAS Swiss Intercooperation Bangladesh property.
- The reports/documents, or any part, therefore, cannot be sold, used, and reproduced in any manner without prior written approval of HELNETAS Swiss Intercooperation Bangladesh.
- The selected consultant shall implement the work in close coordination with the focal person of HELNETAS Swiss Intercooperation. The consultant shall inform the focal person on the schedule and programme of the assignment and shall only perform the assigned tasks upon approval of the focal person.
- HELNETAS Swiss Intercooperation Bangladesh or its representatives reserve the right to monitor the quality and progress of the work during the assignment.
- The consultant shall be paid upon successful completion of the assignment, or after successful completion of individual tasks, if so, agreed in the agreement.

15. Submission Requirements

Interested consultants/consulting firms should submit the following:

- **Deadline for submission:** 23rd November 2025
- **A technical proposal:** not more than 10 pages, with the following sections:
 - a. Presentation and relevant experience of the consultant/consulting firm
 - b. Proposed approach and timeframe
 - c. References of similar assignments (including contracting body, scope, budget, duration, contact).
- **A financial proposal:** 2 page maximum. The budget shall be provided in Bangladeshi Taka, developed as fixed amount budget per deliverable (i.e. fixed cost per deliverable). The budget shall be divided per the deliverable, and show the total amount, plus taxes. The consultant/firm shall indicate modalities of payment.
- **Required documentation:** detailed CV of the (lead) consultant, Company profile (if applicable as annex), Copy of Tax Identification Number (TIN) / Business Identification Number (BIN) and acknowledgement slip of the recent financial year, copy of VAT Registration Certificate (as annex), copy of Trade License Certificate (if available).

Approved By:



Name: Mohammad Mahmudul Hasan
Designation: Head of Programme - WFC

Date: 09/11/2025

Prepared By:



Name: Milton Kumar Saha
Designation: Technical Expert – Climate
Migration and Resilience Building

Date: 09/11/2025



CODE OF CONDUCT

1. Introduction

This Code of Conduct defines basic ethical principles, attitudes and behaviour which are binding for all employees of HELVETAS Swiss Intercooperation, hereinafter named HELVETAS. It is based on the Mission Statement, the Human Resource policy and our Personnel Regulations. It thereby reflects foundational values and principles of our organisation, to be applied irrespective of cultural contexts. The Code of Conduct expresses the commitment of each collaborator to adhere to and to promote high ethical standards in our work and as part of our working culture. It constitutes a compulsory annex to the employment contract.

The individual and collective conduct of employees is of specific relevance to HELVETAS. First, the intercultural context in which collaborators of HELVETAS operate makes their conduct particularly exposed and sensitive. Unethical conduct of a collaborator can, beyond its direct consequences, have far reaching negative impacts on the effectiveness of our work and on our reputation. Second, as a development organisation receiving donations from thousands of individual and institutional donors, our organisation and its employees are accountable to these donors and subject to a high degree of scrutiny by the public and the media.

This Code of Conduct is binding for all employees worldwide in any contractual relationship with HELVETAS (including interns & volunteers, Board of Directors and its Advisory Panel as well as consultants) at all times during their assignment with HELVETAS. It is expected that principles of this Code of Conduct are also respected outside the workplace and working time. Furthermore, all partners HELVETAS collaborates with must commit to follow the key principles of this Code of Conduct.

2. Loyalty, confidentiality and civic duties

My actions are consistent with the goals, the values and principles of HELVETAS as expressed in its mission statement and strategy; I have received a copy of both documents and I am aware of their content.

Particularly, I commit to

- contributing positively to the implementation of the policies and strategies of HELVETAS;
- reflecting regularly upon my actions and behaviour, those of my colleagues and those of my environment;
- handling all information received through my employment with the necessary discretion; never using it to the detriment of HELVETAS including after termination of my contract;
- abiding by the national laws, as a citizen or resident of a specific country or as a short-term visitor.

3. Commitment and respect towards organizational culture and integrity

I am aware of my contractual obligations with HELVETAS and strive to fulfil them to the best of my ability, knowledge and capacity.

In particular, I commit to

- contributing actively with my work and through my behaviour to the strengthening and to the public trust of our organisation;
- contributing to our objectives not only as an individual professional, but as a member of the team(s) to which I belong;
- using my competences and capacities to support my colleagues;
- making use of the means and assets of HELVETAS and its partners effectively and efficiently, according to legal stipulations, internal regulations, contractual agreements and in conformity with project goals;
- treating the material entrusted to me with diligence and due care, using it and the official logo only for professional purposes;
- actively supporting knowledge sharing within our organisation and with our partners.

4. Culturally sensitive behaviour

I am aware that even as a private person I am subject to public interest and that I have to consider this in my behaviour and in my statements.

In particular, I commit to

- respecting local norms and conventions in contacts with authorities, partners and local people as long as they don't contravene HELVETAS policy;
- taking into account in my appearance, my manner of dress, my behaviour and my style of communication the customs and culture of the country and the function that I perform;
- avoiding indecent or offensive behaviour, insulting or accusing statements, or spreading rumours;
- avoiding giving information to the media, policy makers and donors or the public, without an explicit assignment to do so.

5. Highest standards in inter-personal relations and professional conduct

My relations with all persons irrespective of their sex, age, origin, cultural background, religion, social position, physical ability or sexual orientation are characterized by respect, fairness and equity. I am aware that as an employee of HELVETAS I have a privileged and often powerful status vis-à-vis partners and beneficiaries.

In particular, I commit to

- behave and represent the organization at all times in such a way that the reputation of HELVETAS is not damaged;
- never request any service or favour from primary stakeholders, beneficiaries or other persons of concern in return for support or protection. I will never engage in any exploitative relationships – sexual, emotional, financial or employment-related – with primary stakeholders, beneficiaries or other persons of concern;
- using my competences in the interest of the people for and with whom we work;
- rejecting any form of disrespectful social interaction and abstaining from anything that could be interpreted as degrading or putting others down;
- refraining from abusing my hierarchical, material, or social position in any way;

- protect the rights and integrity of children and youth and refrain from all unacceptable behaviour towards them;
- refraining from actions which may place me and/or others in a dangerous situation, as well as from those which may endanger our activities as a whole;
- respecting the physical and mental health of my colleagues;
- respecting the private sphere of my colleagues;
- providing explicit reference to the sources of my information/experiences, in any public communication;
- if in a decision-making position, applying decisions in a responsible, transparent, and unprejudiced manner that is not self-seeking, but in keeping with the mission of HELVETAS.

6. Mobbing and Sexual Harassment

I abstain from mobbing¹, sexual or sexist harassment² of colleagues, partners or beneficiaries.

In particular, I commit to

- refraining from any form of sexual or other type of exploitation, and striving to counter such behaviour in a decisive manner, in particular in situations involving children, young or disabled people;
- refraining from degrading or exploitative behaviour such as exchange of money, employment, goods or services for sex or sexual favours, or other forms of humiliation;
- countering observed and confirmed mobbing, sexual or sexist harassment of colleagues by other employees, taking appropriate action and/or informing my supervisors immediately on becoming aware of it;
- informing a person designated by the organisation for this purpose should I feel uncomfortable to disclose suffered or observed infringements to my supervisor.

7. Conflicts of interest

I am aware that professional interests can conflict with personal interests.

In particular, I commit to

- striving to make my own interests transparent and to avoid any behaviour which could be perceived as biased towards my own interests;
- not using my position to obtain personal benefit or to provide advantage to third parties;
- in the case of professional interests conflicting, or being potentially perceived to conflict, with personal interests, to step back and to pass the decision to the next higher level in the organisation: this applies in particular to relationships with relatives and friends and refers to matters such as recruitment, consultancy and procurement of contracts, purchase and lease agreements (also for personal purposes), or others;
- as a full time employee, not engaging in paid professional activity outside my contract with HELVETAS, unless it has been specifically permitted.

¹ **Mobbing** means to pick on, pester or exclude a person or a group systematically at work in verbal or non-verbal attacks which affect the physical or mental health as well as the self-esteem of the person(s) concerned

² **Sexual or sexist harassment** is an action with sexual reference or undertones unwelcome to the person addressed. Sexual or sexist harassment can be expressed in the following ways: suggestive remarks; remarks about physical advantages or weaknesses or about sexual orientation; sexist talk and jokes in any form of verbal, written or non-verbal communication; sharing suggestive material over email or social media; ambiguous invitations; making bodily advances; making advances together with promises or threats of advantages or disadvantages at work.

8. Fraud and Corruption

I am honest in all my professional activities. I avoid and counter any kind of corruption or fraud. I abstain from abusing for personal gains or for third parties financial, material and intellectual assets to which I have access as an employee of HELVETAS.

In particular, I commit to

- not compromising my integrity, freedom of action and my impartial judgement through accepting or providing gifts or other advantages (like money, loans, invitations, rewards, reduced prices or fares etc.) from or to collaborators, officials, partner organisations, beneficiaries;
- bringing to the attention of my supervisor if I am approached with demands or promises by collaborators, partners organization, consultants or officials,
- informing my supervisor in case of acceptance of a present, and using it for business or humanitarian purposes or sharing it with other employees;
- If demands, gifts or advantages have to be declined, informing the person making the advances of the standards and practices applied in HELVETAS;

9. Final remarks

The breach of this Code of Conduct, in its letter or its spirit, leads to disciplinary actions as specified in the HELVETAS *Guidelines on Dealing with Mobbing, Sexual Harassment, Child Abuse & Abuse of Authority*, and HELVETAS *Guidelines on Dealing with Corruption, Fraud and Conflict of Interest*, including warnings, dismissal with contractual notice and in severe cases dismissal without notice and withholding of terminal benefits. Additionally, HELVETAS may take further legal action according to the respective national law.

HELVETAS endeavors to ensure that employees can report suspicions without fear of reprisal and that individuals who express a suspicion are adequately protected (cf. Whistleblower Policy).

The responsibility to follow this Code of Conduct rests with each employee. All supervisors are responsible for promoting and enforcing it.

The Code of Conduct is issued in German, French, English and Spanish. It is also made available in our partner country programs, in the national language. In case of any doubts, the English version prevails.

I hereby declare to acknowledge and abide to the:

- HELVETAS *Regulations on Child Protection*
- HELVETAS *Regulations on Mobbing, Sexual Harassment and Abuse of Authority*
- HELVETAS *Regulations on Corruption, Fraud and Conflicts of Interest.*

Irrespective of employee signature, the Code of Conduct is binding.

Read and agreed:

.....

Name of the Employee

.....

Place and date






.....

Signature

Owner (Function & Name):	Kathrin Indermaur, Co-Head Personnel Services
Version (First/Latest):	17.10.2018/19.05.2022
Original Path:	O:\FS\Teams\PES\Public\Regulation Sexual Harassment and Mobbing\Final CoC Regulations\English

Reporting Channel of the Complaint Report and Feedback Mechanism

To ensure respectful working environment while upholding HELNETAS values, principles, Bangladesh country programme established the Complaint Report and Feedback Mechanism (CRFM). HELNETAS Bangladesh highly encouraged to initiate preventive measurement and raise concerns, any forms of misconduct, unethical practices through the established reporting channel of HELNETAS Bangladesh CRFM –

	<p>Speak to a 'Person of trust'</p> <p>Share the concerns with a person you trust to seek initial advice. This can be a peer colleague, a supervisor, or a Case Management Unit member</p>
	<p>Report by phone, SMS, or WhatsApp</p> <p>Report a concern using a secure and dedicated 'CRFM' hotline number: 0170 644 0263 (during working hours).</p> <p>The same number can be used for SMS or WhatsApp to raise any concern. The CMU will reach back for detail record of the concern.</p> <p>If you feel uncomfortable, you may reach out directly to the designated woman CRFM focal person.</p>
	<p>Send an e-mail</p> <p>There is a secured and dedicated email inbox to receive and deal the concerns with strict confidentiality. Write a simple email or send the report on the complaint form.</p> <p>Please report any concern to feedback.bgd@helvetas.org</p>
	<p>Send a letter</p> <p>Send a complaint by courier/post to following address:</p> <p>CMU, HELNETAS Bangladesh House 30 CWN (A) (10th floor), Road 42/43, Gulshan 2, Dhaka 1212, Bangladesh.</p>
	<p>Use a complaint box</p> <p>Depending on the office or project, there might be complaint boxes available, in office premises or community. It should be noted that complaints deposited in complaint boxes may be seen by persons that are not members of the Case Management Unit.</p>

HELNETAS Bangladesh is committed to keep the identity of the whistle-blower / plaintiff confidential and take appropriate measures to protect all rights of concerned parties.

Authorized by – HELNETAS Bangladesh CRFM Committee.
January 2025.

REGULATIONS ON RESPONSE TO SEXUAL EXPLOITATION, ABUSE AND HARASSMENT (SEAH), MOBBING & ABUSE OF AUTHORITY

1. Purpose and Principles

These regulations reflect the principles and responsibility of HELVETAS Swiss Intercooperation¹ to prevent and address sexual exploitation, abuse and harassment (PSEAH), mobbing, and abuse of authority.

All forms of SEAH, mobbing and abuse of authority are explicitly forbidden. Such behaviour or conduct manifest a considerable encroachment on the basic principles of equality and fundamental rights of those affected and is contrary to the principles and values of HELVETAS as stated in the Human Resource Policy, Code of Conduct, Gender and Social Equity Diamonds and Policy and our mission statement.

HELVETAS promotes the respect and protection of all its employees, partners and primary stakeholders against all forms of emotional, physical and sexual misconduct and/or aggression. Everyone has a right to their physical and mental integrity, while those in breach will be held accountable. Employees of HELVETAS or any other person involved in our activities responsible for such behaviour or conduct shall be subject to sanctions and/or disciplinary measures.

HELVETAS is committed to the following principles:

Zero tolerance

HELVETAS prohibits all forms of SEAH, mobbing and abuse of authority.

Protection

All employees of HELVETAS or any other person involved in our activities have a right to work in a harassment-free and respectful environment.

Prevention

HELVETAS consciously promotes a positive work environment to prevent inappropriate behavior in the workplace.

Reporting

HELVETAS establishes appropriate reporting mechanisms to respond to suspicions and formal allegations of SEAH, mobbing and/or abuse of authority and to protect whistleblowers, preventing retaliation related to the reporting of allegations.

¹ In the following HELVETAS

Rigorous sanction

HELKETAS is committed to address inappropriate behavior by or towards its employees, by or towards partners and/or towards primary stakeholders. If a case of SEAH, mobbing and/or abuse of authority is proven, involved employees or any other person contracted by HELKETAS are to be sanctioned.

Neutrality

Measures to deal with inappropriate behavior will be based on principles of fairness and impartiality.

Confidentiality

Whistleblowers who express a suspicion of inappropriate behavior are protected. Information concerning a suspicion is confidential. The presumption of innocence applies to suspicious persons.

Adequate information

All persons directly involved are informed openly about cases of SEAH, mobbing, and/or abuse of authority while protecting the whistleblowers.

2. Definitions

2.1. Mobbing

Mobbing means to pick on, pester and exclude a person or a group systematically and to harass a person repeatedly and over a longer period of time at work. Mobbing can be expressed in verbal or non-verbal attacks which affect the physical or mental health as well as the self-esteem of the person(s) concerned.

2.2. Sexual harassment

Sexual harassment is an action with sexual references unwelcome to the person addressed. It can happen between peers, between a supervisor and subordinate level, between members of the opposite or same sex, between an older and younger person among others.

Sexual harassment can be expressed in the following ways (non-exhaustive list):

- remarks about physical advantages or weaknesses or about sexual orientation
- suggestive remarks
- sexist talk and jokes, in any form of verbal, written or non-verbal communication
- sharing suggestive material over email or social media
- ambiguous invitations
- making bodily advances
- making advances together with promises or threats of advantages or disadvantages

2.3. Sexual exploitation and abuse

Helvetas and its partners must fully adhere to the IASC² six core principles as defined as follows:

- Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
- Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.

² The Inter-Agency Standing Committee

- Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
- Any sexual relationship between those providing humanitarian assistance and protection and a person benefiting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
- Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms
- Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.

HELVETAS applies these principles across all areas of its work, including both humanitarian and development contexts. Reporting and enforcement follow HELVETAS' established reporting mechanisms and align with the HELVETAS' Code of Conduct.

2.4. Abuse of authority

Abuse of authority means the improper use of a position of influence, power or authority by an individual against another colleague or group of colleagues, stakeholders or beneficiaries. This is particularly serious when an individual misuses his/her influence, power or authority to negatively influence the career or employment conditions (including - but not limited to - assignment, contract renewal, performance evaluation or promotion) of another. It can include a one-off incident or a series of incidents. Abuse of authority may also include misuse of power that creates a hostile or offensive and/or submissive work environment, which includes - but is not limited to - the use of intimidation, threats, blackmail or coercion.

2.5. Conclusion

SEAH, in addition to any and all other forms of abuse and harassment including mobbing, and abuse of authority violate universally recognized international legal norms and standards and as such are unacceptable and prohibited behavior for all HELVETAS employees. SEAH and mobbing constitute acts of serious misconduct and are therefore reasons for disciplinary measures, including dismissal and legal prosecution.

3. Prevention & Responsibility

HELVETAS as employer

HELVETAS at Head Office and in partner countries consciously promote a safe, respectful and equitable working atmosphere at all levels and across all offices, teams and programmes and all its activities.

HELVETAS carefully screens possible partners and employees in key functions as defined by the vetting concept before starting collaboration. The "Regulations on response to sexual exploitation, abuse and harassment (SEAH), mobbing and abuse of authority" as well as any other policies and regulations are actively discussed with all partners.

In implementing the present regulations, HELVETAS shall act consistently and undertake the appropriate investigative and disciplinary actions required. HELVETAS ensures that persons who report alleged incidents in good faith (whistleblowers) are not put at a disadvantage. Their identity is kept anonymous as far as possible and if necessary, also after the ending of an investigation. HELVETAS ensures that in cases of alleged SEAH, mobbing and/or abuse of authority the reputation of suspects is not damaged unnecessarily. Persons who maliciously raise suspicions or damage the reputation of others are liable to face sanctions. HELVETAS ensures full adherence to its whistleblower policy at all times.

HELVETAS provides training to their employees regarding prevention of SEAH, mobbing and abuse of authority. All employees are required to participate in the training.

Supervisors

All supervisors should act as role models by upholding only the highest standards of conduct in order to achieve a harassment-free environment. All supervisors are responsible for ensuring that new collaborators are made aware of the SEAH, mobbing and abuse of authority regulations and guidelines during their introduction and/or on-boarding. They provide guidance on prevention and respond to such form of misconduct.

Supervisors commit themselves to both prevent and address SEAH, mobbing and abuse of authority within their sphere of responsibility. They follow up any signs of SEAH, mobbing and/or abuse of authority according to HELVETAS organizational principles, policies and regulations, and governing legal framework as relevant. Should an incident occur during or after work, the supervisors ensure that the incident is promptly and adequately addressed. Failure to do so may result in disciplinary action.

Employees

HELVETAS demands that all employees value and safeguard basic principles of equality and fundamental rights. Reporting of incidents is essential to prevent the continuation of SEAH, mobbing and abuse of authority. Cases are normally detected quickest in the immediate environment where they occur. Any concerns or suspicions regarding SEAH, regardless whether or not within HELVETAS, must be reported through the established mechanisms in the guidelines.

4. Confidential advice and initial support

Collaborators subjected to or witnessing SEAH, mobbing and/or abuse of authority are encouraged to seek emotional, professional and legal support, first and foremost from a person of trust. This person can be internal to the organization (Supervisor, People & Culture Director at Head Office, HR responsible in the country or Personnel Committee (PEKO) where existing and/or external (e.g. Be-Trieb in Switzerland offers confidential advice in English and German). Supervisors and the Human Resource Team have a duty of care to take action if required.

The person of trust can provide direct or indirect assistance by means of emotional support, accompanying support, information support, redirecting to relevant services or authorities and more. The internal as well as the external confidants are bound by confidentiality. In all cases across the organization, the People & Culture Director at Head Office is to be informed.

5. Investigation and Sanctions

Employees have the right to seek informal advice or lodge a formal complaint. For feedback and complaints HELVETAS has established reporting and investigation mechanisms (see “Guidelines on reporting of sexual exploitation, abuse and harassment (SEAH), mobbing, child abuse and abuse of authority”). In case of a formal complaint and depending on the severity of the incident the Management (Management Board member at Head office or Country Director) can decide about building a grievance committee with internal and/or external specialists. The grievance committee leads the investigation. To the extent possible, safety, impartiality, and confidentiality during the course of the investigation is ensured.

In case of a proven incident, pending its severity, different types of sanctions are applicable; from apologies to warnings to summary dismissals.

The right to civil or criminal prosecution is reserved. The same sanctions apply to anyone knowingly accusing someone falsely of SEAH, mobbing, and/or abuse of authority.

6. Area of applicability and date of enforcement

These regulations apply to all employees worldwide in any contractual relationship with HELVETAS (including interns & volunteers, Board of Directors and its Advisory Council as well as consultants) at all times during their assignment with HELVETAS – both during and after working hours. The regulations are an integral part of the employment contract.

These regulations will be supplied to all employees and become effective from July 01, 2025.

Owner (Function & Name):	People and Culture
Version (First/Latest):	17.10.2018/16.06.2025



GUIDELINES ON DEALING WITH MOBBING, SEXUAL HARASSMENT, CHILD ABUSE & ABUSE OF AUTHORITY

1. Purpose and Principles

These guidelines provide instruction on reporting and addressing alleged incidents of mobbing, sexual harassment, child abuse and abuse of authority. The guidelines provide practical guidance on the implementation of our regulations and outline practical steps to be taken recognising the diverse contexts and modalities we work in. Reporting mechanisms and internal as external confidants are described in order to provide enough guidance for HELVETAS employees to be able to make informed and objective decisions to both preventing and addressing mobbing, sexual harassment, child abuse and abuse of authority in their working environment and seek additional support as relevant and required.

2. How to report misconduct

Misconduct is defined as the failure by an employee or another person involved in our activities to abide by the “Regulations on Mobbing, Sexual Harassment and Abuse of Authority” as well as the “Child Protection Regulations”. Anyone having concerns or suspicions about possible misconduct by a HELVETAS employee (or anyone with a contractual relationship to HELVETAS), regardless of their position, should report such concerns directly to the supervisor or a person of trust. This person can be internal to the organisation (national Human Resource responsible or Human Resource Team Leader at Head Office, Personnel Committee (PEKO) where existing or another person of trust dedicated by the organisation (see National Personnel Regulations) and/or external (e.g. BeTrieb in Switzerland offers confidential advice in English and German).

Internal persons of trust

Team Leader Human Resources:

- anti-harassment@helvetas.org, +41 44 368 67 31, +41 44 368 65 05

This email address is managed by the Team Leader Human Resources at Head Office and confidentiality is maintained. If you report an incident through this email, the Team Leader Human Resources will inform a Management member confidentially and will contact you per email for any further questions and next steps. It is possible to report an incident anonymously.

Swiss PEKO (for Head Office employees):

- PeKo@helvetas.org

International PEKO (for International employees):

- Int.peko@helvetas.org

External persons of trust

BeTrieB (advise in German and English):

- konfliktberatung@betrieb.ch, +41 44 214 67 85

Safecall (advise in over 170 languages)

- www.safecall.co.uk/report, +44 800 915 15 71

Experience shows that harassment and other forms of misconduct is more likely to stop if the persons concerned have the courage to react strongly. When an incident occurs, we recommend to seek advice from a person of trust as a first step. After consulting a person of trust the employee concerned has to decide whether a formal complaint is going to be filed. A formal complaint can be lodged independent of having consulted a person of trust or not.

Supervisors and the Human Resource Team have a duty of care to investigate and take action where required.

3. What to report?

In case a formal complaint will be filed it is important to have the case clearly documented.

What happened?

Describe in detail based on facts what you know about the incident(s).

Who?

Who committed the alleged misconduct? Do you know if anyone else was directly involved and witnessed the incident? Provide full names, functions and organisation, if known.

When and where?

When and where did the incident(s) occur? How often did it happen? Indicate dates and times, if available.

4. What happens when HELKETAS receives a complaint

Formal complaints are to be submitted to the Management (a Management Board member at Head office or Country Director). If the Management Board member or the Country Director is the suspected person, the complaint should be submitted to the Team Leader Human Resources at Head Office. The Management will decide, depending on the severity of the incident, about establishing a grievance committee with internal and/or external specialists or dealing with the incident within the line management in collaboration with the HR Team Leader.

The Team Leader Human Resources and the responsible Department Head will always be informed and provide advice on how to proceed.

The grievance committee, if needed, leads the investigation and adheres to the following principles (if the incident is dealt within the line management the same principles apply):

- To work independently and impartially
- To apply the presumption of innocence to suspected persons
- To be bound to confidentiality and only exchange information which, in case of an investigation, necessarily has to be disclosed to the persons involved

The Grievance Committee informs the accused person, taking, if required, measures to protect the plaintiff and possibly other people involved. The member of the Management Board resp. Country Director informs the direct supervisors of the accused and the plaintiff. The Grievance Committee and all informed persons as well as those affected are obliged to maintain confidentiality vis-à-vis third parties.

The investigation of the Grievance Committee can include, but is not restricted to the following measures and is depending from national regulations and laws:

- Reviewing and analysing evidence
- Reviewing certain information of personnel files in consultation with HR
- Interviewing the plaintiff
- Interviewing the alleged perpetrator
- Interviewing partners or other, in case plaintiff or alleged perpetrator are non-HELNETAS employees
- Interviewing witnesses
- Seeking legal counsel
- Recommend interim supportive measures to the plaintiff
- Recommend interim suspension or relocation of the plaintiff and/or alleged perpetrator during the time of investigation

Depending on the severity and/or complexity of the reported incident, the duration of the investigation can vary and is depending on national regulations and laws. The investigation is conducted carefully and as fast as possible.

All associated costs need to be approved by the Management Board member, resp. Country Director.

To the extent possible, safety, impartiality, and confidentiality during the course of the investigation is ensured.

After completion of the investigation the Grievance Committee then informs the Management Board member or the Country Director of its findings and recommendations. The Management Board member or the Country Director reserves the right to implement further measures and sanctions in collaboration with the Team Leader Human Resources, and make the final decision.

5. What are the rights of those involved?

Both the accused and the plaintiff have the right to be supported and accompanied by a person of their choice if a formal complaint has been lodged. Any costs incurred by the accompanying person are to be borne by the plaintiff and/or accused, unless otherwise pre-agreed in writing with the Management Board member or resp. Country Director.

Neither party may be terminated while the investigation is being carried out unless the severity of the incident allows no other option. Nor may any professional disadvantages occur because of the proceedings. The right is reserved to implement sanctions arising from the proceedings as well as justified suspension for the purposes of ensuring safety, impartiality, and confidentiality during the course of the investigation.

6. What are possible sanctions

In case the Grievance Committee concludes that the accused is guilty of mobbing, sexual harassment, abuse of authority or child abuse, pending its severity of behaviour and irrespective of whether or not a formal complaint has been lodged, different types of sanctions are applicable, depending on national regulations and laws:

- apologies to the concerned person(s)
- written rebuke
- warning
- warning with threat of dismissal
- one-sided disposed reassignment
- contractual notice of dismissal
- dismissal without notice

The right to civil or criminal prosecution is reserved. The same sanctions apply to anyone knowingly accusing someone falsely of mobbing or sexual harassment.

In case the misconduct was committed by a partner, consultant, or service provider, HELVETAS aims to negotiate a similar degree of sanction to its own employees as per above or may terminate the consultancy or service contract in case of repeated offence.

The affected victims will receive adequate emotional support from an internal or external specialist if required.

7. Final remarks

These guidelines are complementary to the “Regulations on Mobbing, Sexual Harassment and Abuse of Authority” as well as the “Child Protection Regulations”. For questions or uncertainties related to the application of the regulations or guidelines, please contact your supervisor or the Team Leader Human Resources at Head Office.



REGULATIONS ON CHILD PROTECTION

1. Purpose and Principles

HELVETAS Swiss Intercooperation recognizes that especially in situations of poverty, humanitarian crisis and/or conflict, children can be extremely vulnerable and acknowledges its fundamental duty to protect them.

These regulations have been developed to ensure maximum protection of children within our activities from all forms of abuse and exploitation. It ensures that HELVETAS has procedures in place to prevent and deal with child abuse, child exploitation and breach of regulations. Additionally, HELVETAS aims at protecting HELVETAS staff from false or malicious allegations of misconduct. Furthermore, HELVETAS seeks safeguarding of HELVETAS' organisational integrity and reputation, as well as that of its partners, by introducing sound Child Protection Regulations.

In all aspects of our work, HELVETAS is committed to the key principles of the UN Convention on the Rights of the Child, specifically:

- guaranteeing, without any form of discrimination, the rights of children.
- considering the best interests of children in all actions relating to them.
- recognising the right to life, survival and development of each child.
- reflecting children's views in matters affecting them.

2. Definitions

HELVETAS defines a child as any person under the age of 18 years as laid down by the UN Convention on the Rights of the Child.

Child protection is an activity or initiative designed to protect children from any form of harm, particularly arising from child abuse or neglect.

Child abuse is the physical abuse, emotional abuse, sexual abuse, child labour, military use of children, neglect of a child resulting in actual or potential harm to the child's health, survival, development, dignity or integrity.

- Physical abuse occurs when a person purposefully injures or threatens to injure a child or young person. This may take, among others, the form of slapping, punching, shaking, kicking, burning, shoving or grabbing. The injury may take the form of bruises, cuts, burns or fractures. It can also include tasks and errands which clearly exceed the capacity of the child to manage safely.
- Emotional abuse is a chronic attack on a child or young person's self-esteem. It can take, among others, the form of name calling, threatening, ridiculing, stalking, intimidating or isolating the child or young person.

- Sexual abuse is when a child is used by another child, adolescent or adult for his or her own sexual stimulation or gratification.
- Child labour refers to the employment of children in any work that deprives children of their childhood, interferes with their ability to attend regular school, and that is mentally, physically, socially or morally dangerous and harmful. Legislation across the world prohibit child labour.
- Military use of children means engagement of children in or exposed to military activity, including as soldiers or human shields.

3. Prevention & Responsibility

HELVETAS upholds the rights and obligations of the United Nations Convention on the Rights of the Child and is dedicated to protect children engaged in its programmes from harm, exploitation and abuse. Accordingly, HELVETAS is committed to implement and maintain child protection measures. These include introduction of regulations to all new HELVETAS staff, interns & volunteers, partners, consultants and service providers as well as organisation of regular refreshers for staff directly working with children. Furthermore, appropriate recruiting processes are established for functions directly working with children.

Prior to commencement of activities involving children directly or indirectly, HELVETAS will analyse potential risks to children that can arise as part of the implementation of HELVETAS programmes. These activities can include training attended by children, data collections including discussions with children etc.

Where potential risks to children are identified, the project team must address them in the project risk analysis and mitigation strategy. If risks cannot be reduced to the required level and the project activities could cause harm to children, the project team must bring this issue to the country programme management who decides on further measures to be taken in order to address the risk(s). Activities with any risk to harm children must not be implemented.

4. Standards of conduct and forms of unacceptable behaviour

The following behaviour should be observed and/or avoided by all HELVETAS staff and contracted partners, consultants and/or service providers when in direct contact with children.

Standards of conduct

- Make public and raise awareness of primary stakeholder groups e.g. implementing partners, consultants, service providers and local authorities in regard to HELVETAS regulations and accountability mechanisms.
- Treat children with dignity and respect regardless of ethnicity, gender, age, language, religion, sexual orientation, education, differently abled or other characteristics.

- When working in the proximity of children be visible and, wherever possible, ensure presence of another adult.
- Comply with all relevant legislation, including labour laws in relation to child labour.
- Raise and report concerns about child protection and safety.

When collecting data from children (during assessments, monitoring and evaluation, etc.) reduce the risk of potential harm by using culturally appropriate ways of communicating, obtaining informed consent e.g. from parent(s) or guardian in case of minor, ensuring confidentiality and being gender, conflict and trauma sensitive. If distressing data has to be obtained, endeavour to facilitate sensitive methods and consider options for professional psychosocial intervention and care.

When getting and/or using children's images for visibility purposes (i.e. photographing or filming a child/children):

- Comply with the standard approach as explained in the HELNETAS communication and photos taking guidelines.
- Ensure that the products (e.g. photographs, videos) present children in a dignified and respectful manner, with children being adequately clothed and not in poses that could be misleading or seen as sexually suggestive.
- When taking an image of a particular child for a specific purpose (media, advocacy, fundraising, etc.), explain in advance how the product will be used.
- Ensure that images of children is only used for the public with explicit consent of the child and from a parent or guardian.

Forms of unacceptable behaviour (non-exhaustive list)

- Touch a child in an unwanted, inappropriate or culturally insensitive manner.
- Use language or demonstrate behaviour that is harassing, abusive, demeaning, sexually provocative or culturally insensitive towards children.
- Engage children in any form of activity that is demeaning, offensive, sexually provocative, abusive or culturally inappropriate or insensitive.
- Physically assault or punish children.
- Engage children in any form of sexual activity or acts, including paying for sexual services or acts.
- Access, produce or spread child pornography through any medium.
- Invite unaccompanied children without their and parent's or guardian's approval into solitary places, unless they are at immediate risk of injury or in physical danger.
- Sleep in close proximity to unsupervised unrelated children.
- Hire children for domestic or other labour which is inappropriate given their age or developmental stage and which interferes with their time available for education and recreational activities, or which puts them at risk of injury.
- Act or facilitate interactions in gender biased or discriminatory manner.
- Exclude or favour a particular child in context of our activities without objective reason.

5. Reporting on child abuse

HELVETAS strives to create an environment in which children and persons concerned about the child's safety within HELVETAS programmes feel free to report on it. HELVETAS therefore requests all HELVETAS staff, interns & volunteers, contracted partners, consultants and service providers to report to HELVETAS any suspicion or disclosure of child abuse within HELVETAS programmes/projects.

For feedback and complaints HELVETAS has established reporting and investigating mechanisms, as described in the guidelines on mobbing, sexual harassment, child abuse and abuse of authority.

6. Area of applicability and date of enforcement

These regulations apply to all employees worldwide in any contractual relationship with HELVETAS (including interns & volunteers, Board of Directors and its Advisory Council as well as consultants) at all times during their assignment with HELVETAS – both during and after working hours. The regulations are an integral part of the employment contract.

All partners we collaborate with are made aware of our policies and regulations during partnership negotiations.

These regulations will be supplied to all employees and become effective from March 02, 2018.