



Dear Employees and Volunteers of Wadadee Cares e.V, Especially Namibian Trust and Nambani House,

with our work in Namibia, as a team, we have decided to provide disadvantaged children and young people with a better perspective. To achieve our goals, the following points outline the rules and ethical commitments in our daily work to achieve these objectives.

General Code of Conduct:

1. Professionalism and Courtesy:

- Treat all guests, colleagues, children and visitors equally and with respect and courtesy.
- Maintain a professional demeanor at all times.

2. Customer Service:

- Provide exceptional customer service to guests.
- Respond promptly to guest inquiries and concerns.
- Anticipate and meet guest needs to ensure a positive experience.

3. Confidentiality:

- Respect and maintain the confidentiality of guest or child information.
- Do not disclose sensitive information to unauthorized individuals.

4. Punctuality and Attendance:

- Arrive on time for your work.
- Notify supervisors (and colleagues if needed) in advance of any planned absences or request for leave.

5. Dress Code:

- Adhere to the designated dress code.
- Maintain a clean and well-groomed appearance.

6. Communication:

- Communicate effectively and professionally with colleagues and guests.
- Use appropriate language and tone in all interactions.

7. Teamwork:

- Collaborate with fellow employees and volunteers to achieve common goals.
- Support a positive and inclusive team environment.

8. Safety and Security:

- Follow safety protocols and guidelines to ensure a secure environment.
- Report any safety hazards or security concerns to the appropriate authority.

- Never touch blood!

9. Use of Organisations Resources:

- Use company resources, including equipment and facilities, responsibly and only for authorized purposes.

10. Conflict Resolution:

- Address conflicts and disagreements professionally and seek resolution through appropriate channels.
- Refrain from engaging in or promoting any form of harassment or discrimination.

11. Bullying:

- All volunteers are expected to engage with others in a respectful and considerate manner, refraining from any behavior that could be perceived as harassment, intimidation, or belittlement.
- Any form of bullying, including verbal, physical, or online harassment, will not be tolerated and may result in disciplinary action, including removal from the organization.

12. Adherence to Policies:

- Familiarize yourself with and adhere to all company policies and procedures.
- Refrain from being under the influence of alcohol, illegal drugs, or any substances that impair judgment or coordination while on duty.
- Report any concerns about substance use by colleagues promptly to the appropriate authority.
- Everyone **agrees** to submit himself/herself to alcohol and drug tests whenever Management has reasonable suspicion of related misconduct
- Everyone at our organisation is required to maintain the highest level of professionalism in all **professional interactions** with each other (management, colleagues, clients, volunteers, beneficiaries and minors). It is expressly prohibited to enter or maintain personal relationships that exceed the normal, professional working relationship or that could compromise their professional objectivity and integrity.. This includes **romantic or sexual relationships** and any form of behavior that is inappropriate, harassing, or unethical.

Child Specific Code of Conduct

1. Child Protection:

- Prioritize the safety and well-being of children above all else.
- Protect children from discrimination, exploitation and other physical, emotional or moral harm or hazards
- Follow established child protection policies and procedures diligently.
- No stigmatization of children (as being "poor orphans").
- Strictly prohibit any form of sexual exploitation, grooming, or suggestive behavior toward children.

Immediately report any suspicion or incident of abuse, neglect, or inappropriate conduct to the Child Protection Officer — reporting is mandatory.

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2. Professional Boundaries:

- Maintain appropriate and professional relationships with children, their families, and colleagues.
- Avoid engaging in behavior that may be misconstrued or deemed inappropriate.

3. Privacy and Confidentiality:

- Safeguard the privacy and confidentiality of all children and families served by the organization.
- Refrain from sharing sensitive information about children and families unless required by law or organizational policy.

4. (Cultural) Sensitivity:

- Respect and appreciate the diversity of the children and families we serve.

- Be mindful of cultural differences and ensure inclusive and culturally sensitive practices.
- Recognise the special needs that children with disabilities or chronic illnesses may have

5. Volunteer and Staff Collaboration:

- Collaborate effectively with fellow volunteers, colleagues, staff and partners to ensure the best interests of the children.
- Communicate openly and transparently with colleagues about any concerns or observations.
- Mutual support and **understanding** is expected between staff, volunteers and children (especially in cases of HIV/AIDS, physical abuse or sexual abuse or similar circumstances.)
- We do **not involve** children into our disagreements. All employees, volunteers and management are one team!
- We welcome **self-initiative** and **innovation**, driven by the goal of helping

6. Training and Certification:

- Participate in mandatory training programs related to child protection, safety, and organizational policies.
- Maintain current certifications required for the role.

7. Appropriate Language and Behavior:

- Use language and behavior that is age-appropriate and respectful when interacting with children.
- Refrain from using any form of physical or verbal punishment.

8. Supervision and Monitoring:

- Provide appropriate supervision to ensure the safety of children at all times.
- Report any unsafe conditions or situations promptly.

9. Media and Public Relations:

- Obtain proper authorization before taking photographs or videos of children and before sharing
- Ensure that media representations of children are respectful and with dignity and in compliance with child protection guideline.
- Refrain from sharing pictures in your personal social media channels that reproduce racist and discriminating representation or pose an invasion of privacy for any individual (**NO faces of children!**)

10. Conflict Resolution:

- Address conflicts professionally and in a manner that prioritizes the well-being of children.
- Report any disputes or concerns to the appropriate authority.

11. Reporting Obligations:

- Report any criminal charges or convictions promptly to the organization.
- Cooperate fully with any investigations related to child welfare.

12. Code of Ethics:

- Adhere to a high standard of ethical conduct in all interactions and activities.
- Uphold the values and mission of the organization and our partner organizations.

Failure to comply with this Code of Conduct may result in immediate termination of involvement with the organization and, if applicable, legal action.

I acknowledge that I have received, read, and understand this Code of Conduct.

Name: _____

Place: _____

Signature: _____

Date: _____