Code of Conduct

EXPECTED BEHAVIOUR FOR EVERYONE REPRESENTING RAWDAH

Policy code	RYO/POL/03/2026
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Board approval	02 November 2026
Effective date	02 November 2026

1. Our standard

All RYO representatives must act with honesty, respect, impartiality and diligence. The Code applies during training, outreach, recruitment, travel, meetings, virtual communications and any other activity connected to RYO. Signing a contract or joining the Board does not remove these duties.

2. Respect and non-discrimination

Treat learners, beneficiaries, colleagues and partners with dignity regardless of gender, disability, age, language, origin, social status or other personal characteristics. Bullying, harassment, intimidation, humiliation and discriminatory denial of services are prohibited.

3. Professional boundaries and safeguarding

Do not abuse position, influence, access to training, recommendations, scholarships or employment referrals. Sexual exploitation and abuse, sexual harassment and sexual activity with children under 18 are prohibited. Staff working with young people shall observe the Safeguarding and PSEA/SEAH policies, including safe communication and supervision.

4. Integrity and resources

Use RYO property, budgets, vehicles, equipment, information and working time only for authorised purposes. Do not accept kickbacks, demand unofficial payments, falsify credentials or use the RYO name to solicit private business. Declare financial and personal conflicts before acting.

5. Personal data and communications

Protect student records, identification documents, health data and other confidential information. Obtain permission before photographing or identifying programme participants, with stronger safeguards for children. Do not publish sensitive information on social media or send it through personal messaging groups without authorisation.

6. Reporting and cooperation

Raise concerns promptly through appropriate reporting channels. Cooperate with fair fact-finding, preserve relevant records and avoid retaliation. A person subject to a complaint is entitled to respectful and impartial procedures.

7. Acknowledgement and consequences

Staff, volunteers, consultants and Board members shall receive or be provided with this Code and confirm that they understand it. Breaches may result in coaching, disciplinary action, termination or referral to authorities as appropriate. This Code should be reviewed annually.

Approval and implementation

This policy was approved by the Board of Directors of Rawdah Youth Organization on 02 November 2026 and is in force from that date.

Reference guidance

- Core Humanitarian Standard (2024): https://handbook.corehumanitarianstandard.org/en/chs/2024
- UN Partner Portal - PSEA organisational policy resources: https://supportcso.unpartnerportal.org/hc/en-us/articles/12969957776023-Core-Standard-1-Organisational-Policy