

Swedish Red Cross Code of Conduct



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Approved by the board of the Swedish Red Cross
2023-02-17

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Scope and application of the Code of Conduct

The Code of Conduct covers you who are an elected representative, employee, delegate, volunteer, trainee, student, consultant, remunerated or who have undertaken another assignment for the Swedish Red Cross in Sweden and / or abroad. The Code of Conduct applies in its entirety even in countries where regulations are more permissive than in Sweden. The code of conduct applies to the Swedish Red Cross, the Red Cross University College, the Red Cross Youth Association and the Red Cross circles. These are collectively referred to as the Red Cross and the persons covered are referred to as Red Crosses.

The Code of Conduct is based on the Code of Conduct of the International Federation of Red Cross and Red Crescent Societies.

You shall carefully read through and adopt the Code of Conduct. It is your duty to know, understand and comply with our basic principles and statutes, as well as to keep you well informed about current policies and guidelines within the various activities. By always behaving correctly towards the people you meet, you help to create trust, confidence, and respect. As a Red Crosser, you are co-responsible for creating a good collaborative climate. You shall comply with all applicable laws and not do anything that could harm the Red Cross, its representatives or any third party we work with. The chairman of the Red Cross, managers and volunteer leaders must set a good example. If you have questions about ethics or want to report violations, they are at your disposal.

12 points of the Code of Conduct

1. Familiarize yourself with and follow the established guidelines, agreements and routines that exist in the organisation in which you work.

You are guilty and is responsible for participating in the mandatory training that your assignment requires, such as the online course in Red Cross Knowledge and the Code of Conduct.

2. Treat everyone with respect and dignity

The Red Cross has zero tolerance for all forms of discrimination, harassment and sexual harassment. This means that you must treat all people with respect and not negatively discriminate against, harass or discriminate against any individual or group, on the basis of ethnic or social background, gender, transgender identity or gender expression, age, religion or other belief, sexual orientation, disability or functional variation, language or political opinion.

3. Protect people's privacy

Your behavior towards others should always be based on respect for their integrity, culture and way of life. This is especially important when meeting people in vulnerable situations.

4. All forms of sexual abuse and the purchase of sexual services are prohibited

As a Red Cross, you must actively distance yourself from sexual exploitation and exploitation. Paying attention to children and the risks of sexual exploitation and exploitation is particularly important. You may not have sexual contact or in any other way act with sexual intentions against people, which you in your capacity as a Red Cross must support.

For Red Crossers, it is forbidden to surf Internet sites with pornographic material on technical equipment belonging to the Red Cross, as well as to distribute pornographic material and purchase sexual services.

5. Manage resources properly

The Red Cross' financial resources come from, among others, members, the public, donors, the state and the municipality, including state education and research funds. You must use the Red Cross' resources - personnel, financial and material – in a responsible manner and for the purposes for which they are intended. You must assess whether the expenses are justifiable when you make decisions in the business. All equipment provided by the Red Cross must be returned after completion of the assignment.

6. Do not abuse your position of trust

When you have assignments for the Red Cross, you can get in touch with people who are or feel they are dependent on you. It requires that you in all situations actively distance yourself from your own gain, act insightfully based on your position and that you always act trustworthy. You must also not use your position to provide other undue benefits.

7. Counter all forms of fraud and corruption

You may not participate in fraud and corruption. Corruption means using one's position to gain an undue advantage for one's own or someone else's gain. For example, you may not give or receive bribes in the form of money, gifts, sexual services or other benefits to individuals or groups in exchange for services. It can be counted as a bribe even if there is no purpose for the gift giver to receive a benefit.

If people or groups still want to show you their appreciation in the form of flowers, chocolates or other memorial gifts, the value must be small so that no tax liability arises according to Swedish tax legislation.

8. Do not use alcohol or drugs at work

The Red Cross demands freedom of alcohol and drugs at work. You may never offer alcohol with the Red Cross funds at parties, dinners, or entertainment. There is an exception: at dinners with international guests in Sweden or abroad. In this case, moderate alcohol consumption (beer and wine) is allowed if the representation has been approved in advance by the chairman, immediate superior or volunteer leader.

There are times when wine and beer are included in the form of socializing, for example at dinners in connection with conferences, educations, and trips abroad. Then you can buy alcoholic beverages yourself, but as a Red Cross you are expected to be moderate. Meetings organized under the auspices of the Red Cross Youth Association must be alcohol-free according to their own centrally made decisions.

In connection with driving, alcohol consumption is prohibited, as in all contexts, possession, or use of drugs, even in countries where the rules are more permissible than in Sweden.

9. Do not oppose the activities, statutes, and basic principles of the Red Cross

The Red Cross is an impartial and neutral organization, but that does not prevent you as a Red Cross from being connected to a political, religious, or other idea-driven organization. However, you should not be active in organizations and contexts that directly oppose the Red Cross' activities, statutes, and basic principles. If you act in a way that does not comply with the statutes or the basic principles of the Red Cross, you may be excluded or suspended. Examples may be an opinion, threat, conduct and/or letter.

Respect the emblems of the red cross, the red crescent, and the red crystal. Use them only in accordance with current regulations. Report any misuse.

10. Handle information with discretion and good judgment

During the work, the studies and after completing the assignment, you as a Red Cross must observe full discretion with confidential information concerning an individual.

As a private person, you have the right to freely express your opinions on various issues. But you may not express yourself in the media as a representative of the Red Cross in matters that are outside your area of responsibility. This is important to keep in mind when, for example, private blogging, in social media or in other communication.

As a chairman in a branch, you, or someone you have appointed as a spokesperson, can represent your own district's activities, but in matters concerning the Red Cross' activities at national or international level, you must contact the Swedish Red Cross' press secretary who assesses who should speak.

The chairman and Secretary General are official spokespersons for the Swedish Red Cross and the rector is the official spokesperson for the university. These ultimately determine who will appear on current issues.

11. Follow the Red Cross' safety regulations

You are obliged to take part in and follow the guidelines and instructions regarding safety and emergency preparedness. You are also obliged to follow the instructions issued by the chairman, the general secretary, the district chairman, a teacher at the University or the responsible manager in each emergency. Also remember not to expose others to risks.

When you travel abroad on behalf of the Red Cross, you must inform yourself about the security situation in the country or region you are going to visit and undergo designated security training and follow the prescribed regulations.

12. Work for sustainable development

As part of our mission to prevent and alleviate human suffering, we are responsible for sustainable development in all our operations and activities.

Ecological, social, and economic sustainability means that the Red Cross sets a good example. The Red Cross' aim is to minimize environmental impact and be a climate conscious organization. We see ourselves as an actor that can contribute to long-term secure societal development. We take financial responsibility by managing our resources.

In case of violation of Code of Conduct

It is our joint responsibility to follow up the Code of Conduct but also to point out and, if necessary, report serious deviations.

Reporting according to normal information and reporting channels

If you see anything that is, or that you suspect is illegal, in violation of the Red Cross Code of Conduct or other internal rules, you should report this. You should primarily turn to your volunteer leader, chairman, manager, teacher, or principal. They are obliged to take appropriate measures to deal with the matters of which they have become aware. Anyone who does not follow the code of conduct will receive a penalty, which must be in proportion to the nature of the offense. All criminal or suspected criminal activity will be reported to the police.

Matters concerning volunteers and elected representatives, or district employees, must be reported to the volunteer leader or the district chairman. The district board shall handle the matter. Matters concerning the district chairman shall be reported to the chairman of the regional council or to the board of the Swedish Red Cross through the Follow-up Committee.

Difficult cases can be passed on to the regional council and ultimately to the Swedish Red Cross' board. Matters concerning employees must be reported to the relevant manager.

The manager must handle the matter and, if necessary, receive support from Human Resources (HR). Trade union organization can assist the employee. If you are an employee and your boss is involved in the matter that you want to report or have not handled your case in a credible way, you should report to the immediate superior or his boss. You can also turn to HR for advice and support.

Students at the Red Cross University who want to report a case should primarily do so to their teacher. If the teacher is involved in the matter, reporting

must be made to the director of studies. If teachers or the director of studies are involved in the matter, or if the matter has not been handled in a credible manner, reporting must be made to the principal.

Cases are handled with high integrity and information that emerges will only be communicated to persons who are or need to be involved in handling the case.

Reporting a whistle-blowing case

The Whistle-blower Act (2021:890 Act on the protection of persons who report misconduct) applies when reporting, in a work-related context, information about misconduct that there is a public interest to disclose. This may apply, for example, to frequent and systematic malpractices for which there is a public interest in their being remedied or discontinued. The Whistle-blower Act also applies when reporting, in a work-related context, information about misconduct that, for example, conflicts with EU rules, such as the Data Protection Regulation, or other national rules that supplement EU rules. It must be a question of serious violation of the Code of Conduct, for example corruption, bribery, fraud, theft, embezzlement, forgery, accounting crimes and other violations of accounting and tax legislation, inappropriate side work or other situation where someone receives private gain or advantage because of their office or position of trust. It can also concern serious irregularities affecting the life and health of individuals, such as serious environmental crimes, major deficiencies in the safety of a workplace and very serious forms of discrimination and harassment on a systematic basis. Information that relates only to the reporting person's own work or employment relationship is normally not covered by the Whistle-blower Act. But if you suspect serious wrongdoing in the organisation, the Whistle-blower Act gives you the possibility to report this through so-called whistleblowing. In the Red Cross, this is done through reporting to the Red Cross whistle-blower function. This function may also be used when, for some reason, you cannot or do not want to use normal information and reporting channels as described above.

Whistleblower function

There is a whistle-blower group in the Swedish Red Cross, including the branches, the Red Cross College and the Red Cross Youth Association. The Swedish Red Cross representatives in the whistle-blower group consist of a board representative, appointed by the board, and a management representative appointed by the Secretary General. The Red Cross College and the Red Cross Youth Federation representatives in the whistle-blower group are appointed by their respective board. The representatives of the respective organization only take part in matters relating to their organization and decide how matters are to be handled.

The whistle-blower function is administered by an external party, the audit firm PwC, in order to ensure the whistle-blower's anonymity and to ensure that cases reach and are followed up by the whistle-blower group.

The whistle-blower function consists of a web-based reporting channel, through which the reporting person can report both written and orally as well as book appointments for a physical meeting. The whistle-blower function does not replace the possibility to report misconduct to your immediate superior or to their superior but should be seen as a complement.

Whistleblowing can be done through the web-based reporting channel via a link available on the respective organization's external website/intranet under the heading Whistleblowing. The report can be filed in writing in a form guiding the person reporting through a number of questions that aim to clarify submitted information. The report can also be made orally through leaving a voice message in the web-based reporting channel. The person filing a whistleblowing report may also book a physical meeting with the reception function at PwC. The reporting person may always choose to remain anonymous.

The report needs to identify the following:

- What type of irregularity or violation that have been observed
- Which actors can be linked to the incident
- When and where the incident occurred

Both the people within the external reception function at PwC and the people in the respective internal whistle-blower group have professional secrecy. Only specially appointed staff within PwC receive and handle incoming cases.

If you file a whistle-blowing report, you will get feedback confirming that your report has been received and information on how the case will be handled. Feedback to the person filing a whistle-blowing report as well as regular cleaning out of reports that have come in happens in accordance with current legislation. You can make a report and feel safe that the Red Cross wants problems to be highlighted and resolved.

1. The investigation

- 1.1 A whistleblowing report contains personal data, and the data is processed in accordance with current legislation on the handling of personal data.
- 1.2 When a whistle-blowing report is received, an initial assessment of possible bias is made by PwC. If the case involves someone who is part of the Red Cross whistle-blowing group, or if someone in the whistle-blowing group is considered to have a bias in any other way, this person or these persons will not be included in the further processing of the case. If everyone in the Red Cross whistle-blower group is considered to have a bias, the case will be forwarded to an alternative recipient at the Red Cross.
- 1.3 A report submitted via the whistleblowing function is always to be treated confidentially. Reports are received by PwC who make an initial assessment of whether the case should be handled according to the Red Cross's normal internal information and reporting channels, instead of being considered a whistleblowing case. If so, this is communicated to the whistleblowing, by PwC. If the case is considered to be of such nature that it should be handled within the whistle-blowing function, PwC make an initial categorization and gives suggestions for further actions for the case and then sends the case, together with the assessment, to the

whistle-blower group for further processing. The whistle-blower group assesses those reported information and then decides whether these should be investigated further and whether the investigation should be handled internally or whether an external party should investigate the matter.

1.4 When suspicion of serious infringement is directed against a member of the Swedish Red Cross's board, management group or other person in a managerial position within the employee organization, an external investigator must be engaged. The whistle-blowing group decides whether an external investigator should be engaged or not, based on the PwC initial assessment according to 1.3. In the assessment of whether there is a serious misconduct, or a serious violation, the definition described above in the section "Whistle-blowing reporting" shall be indicative.

1.5 Anyone who has filed a whistle blowing report will receive information about how the case will be handled within seven (7) days, and further feedback within three (3) months in those cases in which there is an investigation. A whistle-blowing report is to be investigated as quickly as possible. The one who filed the report shall also get feedback during the time that the case is processed in cases where the case takes longer to assess.

2. Closing of the investigation

2.1 When the investigation has been completed, the person who filed the whistleblowing report shall be informed of it, what assessment has been made and what possible measures have been taken or will be taken in connection with this, where appropriate or possible. However, for obvious reasons, this does not apply if the person who filed the whistle-blowing report has not provided contact information to PwC

2.2 After the Red Cross investigation and any measures in connection therewith or a police investigation or investigation by another authority has been completed, the information that has emerged through the report and the investigation

shall be retained as long as necessary, but no longer than two (2) years after the case has been closed. If the investigation led to any action by the Red Cross, the data may only be retained if it is necessary to document the basis for the action. In those cases where the report is not considered to be of such a nature that it should be handled by the whistle-blowing function, data is deleted as soon as possible.

3. Information to the person who was reported

3.1 Anyone who has been reported through whistle-blowing must be informed that a report has been made as soon as possible without jeopardizing the possibility of effectively investigating the allegations or gathering data and any evidence. If the investigation leads to a police report or investigation by another authority, the person notified shall be informed as soon as possible without jeopardizing that investigation.

3.2 The information provided by the Red Cross to the person who was reported must contain the following information:

- who handles the report,
- what the case is about, and
- which functions within the Red Cross can receive the information.

3.3 When the investigation has been completed, the person who was reported is informed about this. The person who was reported will also be informed about what measures have been taken during the investigation, the Red Cross' assessment and any further measures that The Red Cross intends to take. However, such information shall not be provided if it may jeopardize an ongoing or forthcoming investigation by the police or other authority.

Annual report

PwC shall annually, to the respective boards of the Swedish Red Cross, the Red Cross University College and the Red Cross Youth Association and to each whistle blowing group, submit a report with information on the number of cases received and the status of any ongoing investigations for each organization

