
The Swedish Red Cross's Code of Conduct

Adopted by the central board, 24/03/2017

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

The purpose of the Swedish Red Cross Society is to: prevent and alleviate human suffering wherever and whenever it occurs, to protect life and health and to secure respect for the value of every human being, especially during times of armed conflict and other emergency situations, to strive to prevent illness and to promote health and social welfare, to encourage voluntary missions, constant preparedness and a universal sense of solidarity towards anyone who needs the protection and support of the movement.

The Swedish Red Cross's resources come from members, donors, the State and municipalities. You, together with everyone else who is engaged in the Red Cross, contribute towards ensuring that these resources – personnel, financial and material – are used efficiently and for their intended purpose.

You have an obligation to be familiar with and to observe our fundamental principles and statutes, and to keep yourself up to date with current policies and guidelines. By always behaving correctly towards people you meet, you contribute to the creation of trust, confidence and respect. As a Red Cross person, you have a joint responsibility for creating a good climate of cooperation.

The scope and application of the Code of Conduct

The Code of Conduct applies to those who are elected representatives, employees, delegates, volunteers, interns, students, consultants, recipients of fees or have undertaken another assignment for the Swedish Red Cross in Sweden and/or abroad, referred to in this document as Red Cross persons. The Code of Conduct also constitutes the Swedish Red Cross's Anti Corruption Policy.

The 12 points of the Code of Conduct

1. Find out about, familiarise yourself with and observe the adopted guidelines, agreements and procedures that exist in the organisation within which you are working

2. Treat everyone with respect and dignity

The Swedish Red Cross has zero tolerance of all forms of discrimination and harassment. This means that you as a representative of the Red Cross shall treat all people with respect and not differentiate or discriminate against any individual person or group on the grounds of ethnic or social background, gender, cross-gender identity or gender expression, age, religion or other faith, sexual orientation, functional impairment, language or political opinion.

No Red Cross person may subject others to sexual harassment.

3. Nurture the personal integrity of people

Your behaviour towards others shall be based on respect for their integrity, culture and lifestyle. This is particularly important in contact with people in vulnerable situations, for example traumatised refugees, asylum-seekers or people who have experienced personal or general crises.

4. Distance yourself actively from sexual abuse and exploitation

All forms of sexual attacks and purchases of sexual services are forbidden. This applies to the sexual abuse and exploitation of children.

You may not have sexual contacts or act in any other way with sexual intent towards people you are there to support in your capacity as a Red Cross person.

Browsing for pornography online using a Red Cross computer is forbidden, as is the dissemination of pornographic material. The same also applies for child pornography.

5. Manage resources correctly

You must use the Red Cross's resources – personnel, financial and material – in a responsible way and for their intended purpose. You must assess whether expenses are justifiable when you make decisions in the organisation.

All equipment provided by the Red Cross must be returned upon completion of an assignment.

6. Do not abuse your position of trust

When you are on an assignment for the Swedish Red Cross you may come into contact with people who are or believe themselves to be dependent on you. You must never use your position for personal gain. Nor may you use your position to provide others with unauthorised benefits.

7. Counteract all forms of fraud and corruption

You must not contribute to fraud and corruption.

Corruption means making use of your position to achieve an improper benefit for your own or another person's gain.

You must not, for example, give or receive bribes in the form of money, gifts, sexual services or other benefits to individuals or groups in return for services. It may be counted as a bribe even if there is no purpose for the donor of the gift to receive a benefit.

If individuals or groups still wish to show you their appreciation in the form of flowers, chocolates or other mementos, the value must not exceed what is permitted under Swedish law.

8. Be free of alcohol and drugs at work

The Swedish Red Cross requires freedom from alcohol and drugs at work.

You must never offer alcohol using the Red Cross's funds at parties, dinners or in connection with entertainment. There is one exception: at dinners with international guests in Sweden or abroad. In this instance, moderate alcohol consumption (beer or wine) is permitted if the entertainment has been approved in advance by the president, line manager or volunteer leader.

There are occasions when wine and beer are available in a social context, for example during dinner in connection with conferences, training and foreign trips. In such cases you may purchase your own alcoholic drinks, but as a representative of the Red Cross you are expected to exercise moderation.

Alcohol consumption is forbidden in connection with driving, as is the possession or use of drugs in all contexts, even in countries where the rules are more permissive than in Sweden.

9. Do not counteract the Red Cross's activities, statutes or fundamental principles

The Red Cross is an impartial and neutral organisation, although this does not prevent you as a Red Cross person from being affiliated with a political, religious or other ideological organisation. You must not, however, be active in organisations or contexts that are in direct conflict with the Red Cross's activities, statutes or fundamental principles.

Respect the protective emblems of the red cross, the red crescent and the red crystal. Only use them in accordance with the current provisions. Report any incorrect use.

10. Handle information with discretion and good judgement

During work and after completion of assignments, you as a Red Cross person must observe full discretion with confidential information relating to any individual.

As a private individual, you have every right to express your views on various matters. But you must not make statements to the media as a representative of the Red Cross on matters that are outside your area of responsibility.

As district president you, or someone appointed by you as spokesperson, can represent your own district's activities, but in matters relating to the Red Cross's activities at national or international level you must contact the Swedish Red Cross's press officer, who will assess who should make a statement.

The president and the secretary general are official spokespersons for the Swedish Red Cross and ultimately decide who is to appear in relevant matters.

It is important to bear this in mind in connection with, for example, private blogs, on social media or other communication.

11. Follow the Red Cross's safety regulations

The Red Cross always puts the safety of people ahead of financial interests.

You are obliged to study and follow the guidelines and instructions concerning safety and crisis contingency measures. You are also obliged to follow the instructions issued by the president, the secretary general or the manager responsible in any urgent situation. Also make sure that you do not expose others to risks.

When you travel abroad on behalf of the Swedish Red Cross, you must find out about the security situation in the country or region you will be visiting.

12. Strive for sustainable development

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

Ecological, social and financial sustainability mean that the Swedish Red Cross sets a good example and assumes responsibility for the opportunities of current and future generations to meet their own needs.

The Red Cross strives to minimise its environmental impact and to be a climate-conscious organisation. We view ourselves as a player that can contribute to safe, long-term social development. We assume financial responsibility by conserving our resources.

Our shared responsibility

You must read the Code of Conduct carefully and familiarise yourself with it. You must follow all applicable laws and not do anything that can harm the Red Cross, its representatives or any third party with which we are working.

The Red Cross's presidents, managers and volunteer leaders must set a good example. If you have any questions about ethics or wish to report breaches, they are at your disposal.

If the Code is breached

If you see anything that you believe to be illegal or in breach of the Red Cross's Code of Conduct or other internal rules, you must report this. In the first instance you must contact your president, manager or volunteer leader. They are obliged to take appropriate action in order to deal with cases of which they have been made aware.

Cases concerning volunteers or elected representatives must be reported to the volunteer leader or district president. The district board must handle the case. Cases that are difficult to resolve may be passed on to the regional council and ultimately to the central board.

Cases concerning employees must be reported to the relevant manager. The manager must deal with the case, if necessary with the support of the HR Department. The trade union organisation may support the employee.

If you are an employee and your manager is involved in the case you wish to report, or has not handled your case satisfactorily, you must report this to the next line manager or his/her manager. You may also contact the HR Department for advice and support. The person to whom you report the case is obliged to deal with the matter in a serious way and to strive to achieve a satisfactory solution.

Whistle-blowing policy

If you suspect that there has been a serious breach of laws, the Code of Conduct or other rules, you have an opportunity to report this through what is referred to as the whistle-blowing process. Your identity will remain confidential. You can submit a report and be safe in the knowledge that the Red Cross wants problems to be highlighted and resolved. You do not need to fear any discrimination because you have reported breaches or suspected breaches.

Any suspicions of this kind that you do not want to report to a president, volunteer leader or manager must be reported to the Claimdesk at the email address redcross@claimdesk.pwc.se or by letter to Claimdesk, PricewaterhouseCoopers AB, SE-113 97 Stockholm. As soon as a report has been submitted, an initial investigation will be conducted, after which a decision will be made on how to proceed with the case. You will receive feedback confirming that the report has been received and how the case will be dealt with. For further information about whistle-blowing, see the separate instructions in Annex 1.

A person who fails to observe the Code of Conduct will suffer consequences, which must be in proportion to the nature of the breach. Any criminal or suspected criminal activity will be reported to the police.

Annex 1

Instructions on Whistle-Blowing

1. Background

- 1.1. The Swedish Red Cross ("Red Cross") has adopted a Code of Conduct that covers all Red Cross persons. The Code of Conduct also constitutes the Red Cross's Anti Corruption Policy.
- 1.2. According to the Code of Conduct, those covered by the Red Cross's Code of Conduct have the right to make use of whistle-blowing. These instructions provide more detailed information about when you can use it, how you can submit a report, how the Red Cross will deal with your report, how the Red Cross's investigation will be completed and which information the person who has been reported is entitled to.
- 1.3. These instructions have been the subject of negotiations under the Swedish Co-determination Act dated 2 December 2009.

2. Reporting in accordance with normal procedures

If you want to report that you suspect someone covered by the Code of Conduct of having been in breach of the law, the Red Cross's Code of Conduct or other rules, you must in the first instance use the Red Cross's normal information and reporting channels. This means that a breach of the Code of Conduct must in the first instance be reported to the line manager, district president or volunteer leader.

- Cases concerning volunteers must be reported to the volunteer leader or district president.
- Cases concerning employees must be reported to the relevant line manager or the HR Department.
- Cases concerning district presidents must be reported to the president of the regional council or the president of the central board.

3. Reporting through whistle-blowing

In contrast to normal reporting of breaches, whistle-blowing may only be used if suspicions relate to a senior executive or another key individual within the Red Cross and you fear that the report will not be dealt with correctly if it is submitted in accordance with the normal information and reporting channels.

4. Whistle-blowing report

- 4.1. You can use the whistle-blowing process to submit a report as follows:
 - By email to the email address redcross@claimdesk.pwc.se
 - By regular post to Claimdesk, PricewaterhouseCoopers AB, SE-113 97 Stockholm

The person receiving a report is referred to hereafter as the report recipient.

4.2.A report should contain the following information:

- The way in which the law, the Red Cross's Code of Conduct or other rules have been breached
- Who is suspected of having committed the breach

4.3.The Red Cross recommends that when submitting a report you provide your name and contact details, as this can help the report recipient in their investigation. It is also important so that the person in question is able to provide you with information about what is happening with your report. Your identity will remain confidential (although see section 5.2 below) and you will not be subjected to any reprisals as a result of a report.

- The above does not apply, however, in cases where it seems clear that the report contains incorrect information borne of ill will.

5. The investigation

5.1.A whistle-blowing report contains personal data, which must be handled in accordance with current legislation on the handling of personal data.

5.2.A whistle-blowing report is treated in confidence. The information provided in the report is only passed on if it is necessary for the investigation. The name of the person who has submitted a report is only passed on if the report recipient considers it to be absolutely necessary in order to conduct the investigation.

5.3.When a whistle-blowing report arrives with the report recipient, this person first of all assesses whether the report should instead be dealt with in accordance with the Red Cross's normal internal information and reporting channels (see section 2 above). If the report should be dealt with in accordance with the normal internal information and reporting channels, you are notified of this, on the condition that you provided your name with the report. You can then choose whether the report should be passed on to the correct body or cancelled, or further expand on your reasons for it being dealt with in a special arrangement through a whistle-blowing investigation. If you have submitted the report anonymously, for obvious reasons the report recipient will be unable to ask you, but the report will then generally be passed on to what the report recipient considers to be the correct body.

If the Red Cross is obliged, because of law, regulation or collective agreement, to conduct an investigation or take action because of information contained in the report, this cannot be cancelled, but must be passed on to the correct body. This is the case, for instance, if the information relates to harassment or victimisation.

5.4.If a whistle-blowing investigation has to be conducted, the report recipient notifies the Red Cross's whistle-blowing group, which consists of board representatives appointed by the board and executives appointed by the secretary general. If the report relates to one or more people in the whistle-blowing group, they are excluded from information relating to the specific report. If the report relates to suspicion of the organisation as a whole, the society's auditors, who are elected by the national general meeting, are called in directly by the report recipient.

- 5.5. The person who submitted the report receives information from the report recipient within two weeks about how the case will be dealt with. For obvious reasons this does not apply if the report is submitted anonymously.
- 5.6. A whistle-blowing report must be investigated as quickly as possible and limited to what is necessary. If the report relates to information about breaches of the law, the investigation must be limited to what is necessary in order to be able to determine a claim for damages or submit a police report. This limitation includes all information about breaches of the law, both information that someone has been convicted of a crime or there is a suspicion of a crime.

6. Conclusion of the investigation

- 6.1 Once the investigation has been concluded, the person who submitted the report must be informed that the investigation has been concluded, what assessment has been made and what action has been taken or will be taken as a result of this. For obvious reasons this does not apply if the report is submitted anonymously.
- 6.2 Once the Red Cross's investigation and any action in connection with this or a police investigation or investigation by another authority has been concluded, the information that has emerged through the report and the investigation must be destroyed or anonymised. If the investigation has resulted in any action by the Red Cross, the information may be retained only if necessary in order to document the reasons for action.

7. Information to the person reported

- 7.1. The person reported through the whistle-blowing process must be informed that a report has been made as soon as possible without compromising the possibility of effectively investigating the claims or gathering necessary evidence. If the investigation results in a police report or investigation by another authority, the person reported must be informed as soon as possible without compromising the investigation.
- 7.2. When such information is provided by the Red Cross, the person or persons to whom the report relates will be informed of:
- who is processing the report,
 - what he/she/they is/are accused of,
 - which functions within the Red Cross may have access to the information, and
 - which information he/she/they may have access to and how to request correction.
- 7.3. The name of the person who submitted a whistle-blowing report must be treated in confidence and must not be disclosed to the person who has been reported, unless otherwise expressly stated in these instructions (see 5.2).
- 7.4. Once the investigation has been concluded, the person reported is notified of this. The person reported is then also informed about what action has been taken during the investigation, the Red Cross's assessment and any action that the Red Cross might take. Such information must not, however, be disclosed if it might compromise an ongoing or future investigation by the police or another authority.