



Pioneering evidence based research

Code of Conduct
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Hakiika Consulting
Maka Al-Mukarama Street, Mugadishu, Somalia
info@hakikagroup.org

INTRODUCTION

We want Hakika Consulting to be valued as a firm that provides specialised professional services for the humanitarian and development sectors. We need to be trusted in the way we work to deliver benefit for our stakeholders, business and society.

Our mission is to assist other organizations achieve sound service delivery. We collect and provide critical information to inform the decision-making of our clients through research, monitoring and evaluation. We consider this to be at the core of our responsibility to our stakeholders and society.

We are also committed to making sure that we deliver success in the right way to bring benefit through both what we do and how we do it. The trust and confidence of our stakeholders, and our licence to operate from society depend on it.

Earning and maintaining the trust of our stakeholders starts with making sure that we always act with integrity, consistently, wherever Hakika has a presence or an impact.

Acting with integrity underpins all the requirements of this global Code of Conduct, which sets out the high ethical standards expected of everyone at Hakika. These are our baseline rules for working with others as we drive our business forward, and compliance is mandatory.

We must all live up to the standards set out in our Code and its supporting policies to ensure that we continue to be a company that is valued and trusted by our stakeholders and society, and for which we are all proud to work.

What does it mean in practice

The code applies to all full and part time employees of the organisation including Directors and temporary staff.

One must also be prepared to exercise good judgement and common sense in deciding the right actions to take, because this Code and our supporting policies cannot cover every situation that may arise. One should ask questions if you are unclear about any aspect of this Code, or if you are not sure how to respond to an issue that the Code does not address.

One must also promptly report any known, suspected or observed violations of laws, regulations, this Code or supporting policies of which you become aware.

Any failure to comply with this code, its supporting policies, or the laws and regulations of the countries in which one works, will be fully investigated and appropriate action taken. This may include re-training, discipline, or other corrective action, up to and including termination of employment, depending on the circumstances. Violations of law can also result in imposition of criminal and/or civil fines and other penalties depending on applicable law.

Raising Concern

- Any employee who comes across a situation that seem to violate the organisations policy has the responsibility to report.
- Concerns should be raised through the line manager unless there is reason to believe proper action will not betake.
- Concerns should also be raised to the relevant department where applicable.
- All concerns that cannot be raised through the channels above should be raised with the Directions of the organisation.

Research ethics

- Comply with international standards of good practice,
- Ensure that appropriate informed consent procedures are followed when conducting research
- Confidentiality and protection of data is assured,
- Proper consents are sought

Conducts during working hours

- Behave towards others with integrity, honesty, courtesy, consideration, respect and dignity.
- Contribute to maintaining a working environment in which any form of harassment is unacceptable. Report any inappropriate conduct directed towards you or others
- Encourage diversity and creative potential, recruit and promote on the basis of merit and support the continuous development of people's skills and abilities.

Providing information about the organisation and product

- Only provide information about our products if you are authorised to do so. This includes communications about our products on the internet or in other electronic media.
- Promote our products in an ethical, fair and balanced way.
- Use only promotional materials and other product information that have been approved through our internal review procedures.
- Publish information about our products in line with Company standards and procedures.

Preventing bribery and corruption

- Never make or authorise payments or gifts in order to obtain or retain business or to secure an improper advantage
- Never ask or permit third parties to do so on your behalf.
- Make sure all activities and conduct are of a nature that would not be open to misinterpretation if publicly disclosed.
- Do not make facilitation payments to public officials or anyone else (unless you must do so to protect your personal safety when under pressure)
- Report any suspicion of potentially corrupt behaviour

Environmental Health safety

- Take personal responsibility for safety and health and for understanding how your work may affect the environment.
- Understand the hazards associated with your work, manage the risks responsibly and only undertake work for which necessary safety and health training has been provided.
- Seek to continually improve and reduce the environmental impact of your activities (eg avoid printing if there is alternative).
- Actively participate in energy-saving and waste reduction programmes.
- Promptly report accidents, incidents of non-compliance, or any other matter posing a threat to safety, health or the environment.

Public policy and political activities

- Do not engage in any public policy or political activity on behalf of Hakiak unless you are authorised to do so.
- Do not use Company resources or facilities to carry out, support or further any personal political activities.
- Do not act, or appear to act, as a representative of Hakika when engaging in personal political activities.

Data Privacy

- You must comply with all data privacy and associated laws applicable to the countries in which you gather and hold Personal Data. With regard to the following:
 - Collecting, using, retaining and disclosing Sensitive Personal Data
 - Transferring Personal Data from its country of origin;
 - Sharing Personal Data with external parties, such as suppliers.
- Report any theft, loss or inappropriate disclosure of Personal Data.

Conflicts of interest

- Avoid situations where your loyalty may become divided.
- Do not accept from a vendor or other third party any gift and hospitality that exceeds our limits
- Do not enter into situations in which your personal or family interests may conflict with those of Hakika.
- Declare any potential conflicts of interest and seek advice from your line manager.
- Report any business dealings between Hakika and companies or organisations in which you have, or a family member manage or have shares
- Do not use your position at Hakika for personal benefit or to benefit a family member, friend or associate.
- Do not pay a third party more than a contractually agreed, market-based price or fee for goods or services provided.

Protecting company property and resources

- Act appropriately and responsibly with regard to Hakika's property and resources.
- Exercise due care when spending the Company's money and making financial commitments on its behalf.
- Report promptly any potential improper action against Hakika's property and resources, so that appropriate action can be taken.
- Only use Hakika's property and resources for non-work related activities to the extent permitted under applicable policies.
- Involve the directors in any contractual matter that relates to a material right, obligation or liability.
- Subject to your local law, you should not have any expectations of privacy when using the Company's electronic systems for nonwork related activities.

Communications and Disclosures

- Ensure that all communications, whether print, web-based or verbal, comply with all appropriate internal and external standards, and have received appropriate internal approval before release.
- Do not communicate on behalf of the Company unless you are authorised to do so.
- Promptly communicate company's information to the Company directors before disclosure
- Preserve records that are relevant to investigations or litigation involving the Company or its employees.