



# The IRC WAY

## Integrity

**We are open and honest with beneficiaries, partners and co-workers.**

## Service

**We are responsible to the people we serve.**

## Accountability

**We are responsible for our actions and results.**

**The IRC WAY:** Standards for Professional Conduct embodies our core values and organizational policies that tell others of our commitment to be responsible and honest in our work.

### **Respect for Others**

This includes respect for colleagues as well as beneficiaries and the communities in which we work.

### **A Workplace Free of Harassment**

Harassment can take many forms and includes offensive remarks, unwelcome advances, a hostile work environment, requests for sexual favors, unseemly jokes, and ethnic, racist or sexual slurs.

### **A Diverse Workforce**

Our employment decisions (recruiting, hiring, developing, promoting) are made without regard to gender, race, color, national origin, ancestry, age, marital status or disability.

### **Human Rights for All**

THE IRC WAY actively incorporates international principles of human rights protection into its organizational policies.

### **Transparency**

Situations that have the potential to cause divided loyalty between professional responsibility and personal benefit may present an actual or perceived conflict of interest. Disclosure of potential conflicts to your supervisor is essential to sustain IRC's reputation of impartiality and fairness.

### **Financial Integrity**

We do not engage in theft, corruption or other illegal activity

### **Excellence in service**

Our beneficiaries deserve our greatest respect. In our commitment to bring them From Harm to Home there is zero tolerance for any exploitation or abuse. We do not ask our beneficiaries for favors or money. We do not treat those we serve in humiliating, degrading or harmful ways, such as shouting, insulting, or physically hurting. We do not engage in sexual relations with our beneficiaries.

### **Accountability**

We are transparent and good stewards, using our funds efficiently and effectively.

**Remember, our good actions are IRC's good reputation.**

# **What do I do if...** I observe behavior that is inconsistent with The IRC WAY?

## **Speak up promptly**

IRC expects and encourages all employees to report conduct which is inconsistent with The IRC Way. This will enable IRC to ensure that the conduct is stopped and take action in order to prevent it from happening again.

## **How do I report a concern?**

Discuss what you observed with your supervisor. If your supervisor is the person you are concerned about, please approach your supervisor's manager or your HR representative. It is your responsibility to report the concern, not investigate it.

Supervisors will attend to reports promptly by escalating reports to their managers, the HR representative or the senior most person in the location. We are committed to ensuring that all reported concerns are taken seriously.

In cases where direct reporting is not possible, or you feel it is necessary to be anonymous; you may use EthicsPoint,\* an independent, third-party reporting conduit. EthicsPoint may be accessed at any time on the internet at [www.ethicspoint.com](http://www.ethicspoint.com) (follow directions to "file a report") or by phone to (in the U.S.) 1-866-384-4277 or (outside the U.S) to (503) 352-8177.

While THE IRC WAY provides guidance, it does not address every situation you may face in your work. Seek advice from your supervisor or HR representative. Supervisors hold a leadership role and are responsible for setting a good example for their employees, encouraging open and honest communication, and taking action when issues are brought to their attention. They are responsible for taking action to address reports of misconduct and if next steps are not clear, are responsible for seeking guidance from their own manager.

## **Zero Tolerance for Retaliation**

All employees are expected to report any incidents or concerns truthfully and responsibly. Retaliation against anyone who has made a good faith complaint or report of conduct that is inconsistent with The IRC WAY will not be tolerated and will result in disciplinary action, including the possibility of termination of employment. If you feel you are being retaliated against, or believe you have observed retaliation, report the matter immediately to your supervisor or HR representative.

# Frequently Asked Questions

## **What happened to the Mandatory Reporting Policies (MRPs)?**

The Mandatory Reporting Policies, our previous direction on fiscal integrity, harassment, and beneficiary abuse and exploitation, have been integrated into The IRC WAY and are part of our Standards for Professional Conduct. The same requirements and prohibitions exist now as did with the MRPs but The IRC WAY more broadly expresses expectations of employees, based on the organizational policies that guide our actions. The obligation to report conduct that is inconsistent with The IRC WAY still exists.

## **What if I am concerned about the behavior of a vendor or contractor who is not an employee of the IRC but works on our behalf?**

The IRC WAY: Standards for Professional Conduct applies to all employees, volunteers, interns, contractors, and consultants and anyone who represents themselves as working with or on behalf of the IRC.

## **What should I do if a beneficiary comes to me with a complaint about an employee of another NGO who is exploiting or abusing them?**

Such a complaint should be reported immediately to your supervisor or HR representative. IRC has an obligation to ensure that all beneficiaries are free of exploitation and abuse by those who are dedicated to help.

## **What if I hear a rumor about someone's conduct that suggests their behavior is inconsistent with The IRC WAY?**

Rumors exist in all workplaces. While many rumors can be attributed to unsubstantiated misinformation, rumors can also involve potential danger to an individual or organization's reputation. Use The IRC WAY as a guide to behavior that would be considered inconsistent with our core values and discuss it with your supervisor or HR representative. Respect the privacy of the subject of the rumor by not discussing the information with colleagues.

## **What if I raise the concern with my supervisor and my HR representative and the conduct does not change?**

While you may hear from your supervisor or HR representative about the outcome of a concern you raise, our obligation to keep information confidential may not allow disclosure of the actions taken to resolve the matter. However, the behavior that is inconsistent with The IRC WAY should cease. If you believe the behavior still exists or it recurs, you may raise the issue with the senior most person in your location, the Senior Director for Prevention and Compliance in HQ, the Chief Human Resources Officer in HQ, your HR Regional Partner, or submit the concern through Ethicspoint.\*