



GRT GUIDING PRINCIPLES

STAFF STANDARDS OF CONDUCT

The following standards of conduct shall apply to all GRT staff members, regardless of their individual responsibilities and positions within the organisation. All GRT staff members commit to respect the principles outlined below and to ensure that such principles are respected by third parties involved in GRT programmes. It is in full consideration of these principles that staff members shall work towards contributing effectively to GRT's mission.

1. Non Discrimination

All GRT members of staff adhere to respect at all times the principle of non discrimination in their work practice, in full consideration of each individual's dignity and their best interest regardless of his/her gender and social, economic, religious and/or ethnic background and affiliations.

All individuals seeking GRT's support have equal right in accessing GRT's services.

GRT staff members have the duty to report to their line managers any case of actual or suspected discrimination by another member of staff against a beneficiary.

The same principle shall apply to all GRT staff members who are all equally considered within the organisation in full consideration of their contribution to GRT's mission, regardless of their gender, social, economic, religious and/or ethnic background and affiliations.

2. Confidentiality

Under no circumstances can a GRT staff member disclose personal information regarding beneficiaries to external individuals, agencies and services unless he/she has been instructed to do so by his/her line managers for monitoring and reporting purposes.

All staff member are therefore requested not to reveal information related to beneficiaries to people or institutions (national, international, even U.N. organizations) external to GRT.

No staff member shall be allowed to directly share project reports, statistics and written information with any external agency unless authorised by line managers.

Moreover no photographs or images of the recipients which could reveal beneficiaries' identities can be taken without prior beneficiaries' consent. Furthermore, no such image shall be shared with agencies, services and/or individuals external to GRT.

Any staff member who fails to observe the above shall be subject to disciplinary measures.

3. Professional Boundaries

All GRT members of staff must comply with professional boundaries as set by GRT. Professional boundaries are understood as those principles that regulate GRT staff members' interactions with beneficiaries and that ensure professionalism in GRT's work.

GRT staff must not:



- Demand any sort of payment, being it in kind or monetary, from beneficiaries for services provided by GRT;
- Give employment or provide remuneration of any sort to a beneficiary;
- Engage in any form of personal relationships with beneficiaries;

GRT must be professional at all times by:

- Encouraging beneficiaries' independency by focusing on individuals' own coping mechanisms and resources;
- Refusing any sort of remuneration, being it in kind or monetary, from beneficiaries they have supported through GRT services

1. Non tolerance for exploitation and abuse

All GRT members shall strictly abide to the principle that no form of exploitation and/or abuse shall be accepted within GRT.

Exploitation is understood as any form of demand that aims at taking advantage of GRT staff position as service providers over beneficiaries.

Abuse is here understood as misuse of a staff member's role as service provider to get in exchange goods and/or favours of any nature.

2. Non Violence

All GRT members are expected to refrain from using violence, being this verbal and/or physical in their workplace.

Episodes of violence amongst staff members or between staff members and beneficiaries will not be tolerated and will result in disciplinary actions.

3. Non judgmental attitude towards beneficiaries

All beneficiaries accessing GRT's services need to be assessed on the basis of the information reported by them to the organisation and their needs need to be responded to accordingly. GRT staff members must refrain from questioning a person's 'truth'.

While in case of suspected service misuse GRT staff will be allowed to collect sensitively information regarding a case, when necessary, in no other case can staff members decide to discontinue or refuse to provide a service. In cases of suspected service misuse, GRT staff member shall seek his/her team and line managers' support and approval before taking any actions.

While GRT respects staff members' moral, cultural and religious beliefs and values, these should not interfere with staff members' work with beneficiaries. Beneficiaries' reactions, attitudes and coping mechanisms should be valued and understood in their best interest, and no judgements on whether they are 'right' or 'wrong' shall be made.