



## **Code of Conduct**

### **Introduction**

This document sets out the standard of conduct expected of all employees in carrying out their duties and promotes best practice.

Employees are expected to work to the highest possible standards when providing services, and this obligation applies in all situations; when dealing with members of the public, work colleagues, clients, volunteers, trustees or any other parties. It is intended to help employees understand what their obligations are.

### **The Code of Conduct**

TROCA's Code of Conduct is based on 6 core principles. TROCA employees and service users must:

1. Protect the rights and interests of people they work with
2. Strive to establish and maintain the trust and confidence of people that use TROCA services
3. Empowering persons in workplaces
4. Respect the human rights of people that use TROCA services whilst seeking to ensure that their workplace behaviours do not reflect bias , dicrimination or harm to themselves or other people
5. Uphold public trust and confidence in TROCA Caribbean Ltd.
6. Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills

Specifically:

#### **1. Protect the rights and interests of people TROCA works with**

This includes:

- Treating each person as an individual; We will show respect for all persons equally without distinction whatsoever of race, gender, religion, colour, national or ethnic origin, language, marital status, sexual orientation, age,

socioeconomic status, disability, political conviction, or any other distinguishing feature. I will strive to remove all barriers to equality in workspaces. I will show respect to all colleagues and stakeholders, regardless of status or position, and will allow all colleagues the opportunity to have their views heard, and to contribute from their knowledge and experience to team efforts. I will communicate openly and share relevant information (subject to confidentiality) with other colleagues, and will endeavour to respond in a timely manner to queries. I will respect my colleagues, their privacy, and avoid misinformation. I will seek to resolve differences and solve problems when they arise. I will contribute to building constructive dialogue, guided by mutual respect and an open, positive approach, between management and staff representatives. As an associate/consultant I will be open to the views of all team members. I will provide timely feedback on the performance of each team member when necessary through guidance, motivation and full recognition of their merits. I will support my colleagues which includes utilising the Whistleblowing policy when necessary.

At TROCA Caribbean we ensure we/are:

- Respectful to self and others inclusive of diversity and different cultures and values and will strive to avoid behaving in ways that are not acceptable in a particular cultural context
- Empower / Motivate self and others
- Respect self and others
- Promote equal opportunities

## **2. Strive to establish and maintain the trust and confidence of the people we work with**

This includes:

- Any promotions or media campaigns must be in line with the objectives of TROCA Caribbean and in accordance with an agreed strategy
- Communicating in an appropriate, open, accurate and straightforward way
- Being honest and trustworthy; refrain from any involvement in criminal or unethical activities, activities that contravene human rights, or activities that compromise the image and interests of TROCA Caribbean. I will neither support nor take part in any form of illegal, exploitative or abusive activities, including, for example, abuse of any form, child labour, and trafficking of human beings and commodities.
- Respecting confidential information and clearly explaining TROCA's policies about confidentiality and working to these policies

- Being reliable and dependable; plagiarism will not be encouraged or tolerated and holds grounds for dismissal from TROCA Caribbean Ltd. and or the removal from any TROCA Caribbean training platform that you may be registered with.
- Honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why
- Declaring issues that might create conflicts of interest and making sure that they do not influence your judgement or practice
- Adhering to policies and procedures about accepting gifts, money, hospitality or sponsorship from people that use TROCA services

### **3. Empowering persons in workplaces**

This includes:

- Complying with the TROCA's policies and code of conduct
- Promoting education and assisting people to understand and exercise their workplace rights
- Using established processes and procedures to challenge and report discriminatory or exploitative behaviours and practices
- Following practice and procedures designed to keep you and other people safe from abusive behaviour at work - Refrain from any form of harassment, discrimination, physical or verbal abuse, intimidation or favouritism in the workplace. I will not engage in or tolerate any form of harassment in the workplace, including sexual harassment and abuse of power. As an associate/consultant, I will not solicit favours, loans or gifts from staff, nor will I accept unsolicited ones that are of more than token value. I recognize that there is an inherent conflict of interest and potential abuse of power in having sexual relations with staff under my supervision. Should I find myself in such a relationship, I will resolve this conflict of interest without delay and/or declare same to my superior
- Bringing to the attention of your employer or the appropriate authority, resource or operational difficulties that might get in the way of the delivery of safe services
- Use the Whistleblowing Procedure to inform TROCA's Principal Consultant of situations where the practice of colleagues may be unsafe or unlawful
- Complying with TROCA's health and safety policies, including those relating to aggressive substance abuse
- Undertaking risk assessments as necessary
- Take complaints seriously and recording, responding and investigating them or directing them to the appropriate person

#### **4. Respect the rights of people while seeking to ensure that their behaviours do not reflect bias, discrimination or harm themselves or other people.**

This includes:

- Recognising that individuals have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others
- Following risk assessment policies and procedures to assess whether the behaviours represent a risk of harm to themselves or others
- Taking necessary steps to minimise the risks from doing actual or potential harm to themselves or other people
- Ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments

#### **5. Uphold public trust and confidence in TROCA Caribbean Ltd.**

This includes:

- Not forming inappropriate personal relationships with individuals that use TROCA services
- Not condoning any unlawful or unjustifiable discrimination by individuals using TROCA services or colleagues
- Not behaving in a way, in work or outside work, which would call into question your suitability to work for TROCA
- Not abusing, neglecting or harming anyone
- Not exploiting anyone, in any way
- Not abusing the trust of people, or the access you have to personal information about them, or to their property, home or workplace
- Establishing and maintaining clear and appropriate professional boundaries in your relationships with people who use TROCA's services and colleagues at all times
- Not discriminating unlawfully or unjustifiably
- Not putting yourself or other people at unnecessary risk.

#### **6. Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.**

This includes:

- Meeting all relevant standards and working in a lawful, safe and effective way
- Being able to justify and be accountable for your actions or your omissions

- Maintaining clear and accurate records
- Informing your line manager about any personal difficulties that might affect your ability to do your job competently and safely
- Seeking assistance from your line manager if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter
- Working openly and cooperatively with colleagues and treating them with respect
- Recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them.
- Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others

## **SUPPLEMENTAL CODE OF CONDUCT**

### **ON THE PREVENTION OF DISCRIMINATION inclusive of SEXUAL HARASSMENT AND SEXUAL ABUSE**

Discrimination inclusive of Sexual Exploitation and Abuse are acts of unacceptable behaviour and prohibited conduct for all staff and users of TROCA Caribbean Limited and its services. These counterproductive behaviours can damage the image and integrity of TROCA CARIBBEAN LIMITED and erode confidence and trust in the Company.

#### ***Definitions:***

Discrimination means the prejudicial treatment of persons of different categories on basis of age, race, physical ability, gender identity, sexual orientation, religion, national origin, colour,

Sexual exploitation means any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual abuse means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

It is hereby strictly prohibited for all staff and/or personnel whether on as contractor or employee once belonging to and serving the needs of TROCA Caribbean to engage in the following conduct:

Any act of discrimination, sexual abuse and or sexual exploitation, or other form of sexually humiliating, degrading or exploitative behaviour;

Any type of sexual activities with children (persons under the age of 18 years).

Mistaken belief in the age of a person is not a defence;

Use of children or adults to procure sexual services for others;

Any sexual favour in exchange of promotion;

All personnel at TROCA Caribbean must contribute to an environment that prevents discrimination, sexual exploitation and abuse. Associates and Consultants, Accountants, and Legal Officers have a particular responsibility to ensure compliance with this Supplemental Code of Conduct.

All TROCA personnel are obligated to report any concerns regarding discrimination, sexual exploitation and abuse by a fellow worker through the established reporting mechanisms. At this time, all concerns can be directed to Ms. Leila Craig at [info@trocacaribbean.com](mailto:info@trocacaribbean.com)

Any violation of this Code of Conduct will be considered gross misconduct. All allegations of PDSE&A will be fully investigated and may lead to disciplinary action up to and including termination

Partners are also expected to abide by the Code of conduct and this supplemental on PDSE&A.

