

Code of Conduct for Bright Home Foundation

At Bright Home Foundation (BHF), we are committed to fostering a safe, inclusive, and empowering environment for everyone involved, including children, families, staff, volunteers, partners, and donors. Our Code of Conduct defines the expected behavior, ethical standards, and responsibilities for all individuals engaged with the Foundation. This document serves as a foundation for accountability, protection, and the realization of our mission.

1. Core Values and Ethical Standards

Bright Home Foundation is driven by the following core values, which guide our actions and decisions:

- **Compassion:** Engage with empathy, kindness, and understanding in all interactions.
 - **Integrity:** Act with honesty, transparency, and fairness in all situations.
 - **Respect:** Treat all individuals with dignity, honoring their diversity and experiences.
 - **Inclusion:** Promote diversity, equity, and a welcoming environment free from discrimination or bias.
 - **Accountability:** Take responsibility for individual and collective actions, ensuring our decisions align with our mission.
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2. Expected Behaviors

A. Professionalism

- Represent the Foundation's mission with respect and integrity at all times.
- Establish and maintain clear, ethical boundaries with beneficiaries to avoid any perception of favoritism, exploitation, or dependency.
- Maintain professional conduct in all actions, refraining from behavior that could harm the Foundation's reputation or mission.

B. Safeguarding and Child Protection

- Prioritize the well-being, safety, and protection of children and vulnerable individuals at all times.
- Strictly adhere to child protection protocols, which include:
 - Avoiding inappropriate physical contact or behavior.
 - Not being alone with a child in a private setting, except in documented, necessary circumstances.
- Immediately report any suspicions or incidents of abuse, neglect, or exploitation, following the established safeguarding procedures.

C. Non-Discrimination and Harassment

- Uphold an environment of inclusion, where all individuals—regardless of race, gender, religion, disability, or other protected characteristics—are treated with respect.

- Refrain from any form of harassment, bullying, or discrimination. Ensure all individuals feel valued, heard, and respected.

D. Use of Organizational Resources

- Use the Foundation's resources—financial, material, and intellectual—responsibly and only for purposes aligned with the organization's goals.
 - Refrain from using Foundation assets, funds, or equipment for personal gain or unauthorized purposes.
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3. Prohibited Behaviors

The following actions are strictly prohibited and will result in disciplinary action, up to and including termination of employment or volunteer duties:

- **Abuse or Exploitation:** Any form of abuse, neglect, exploitation, or mistreatment of children, vulnerable individuals, or any person connected to the Foundation.
 - **Fraud and Misuse:** Engaging in fraudulent activities, theft, or misappropriation of organizational resources.
 - **Harassment or Discrimination:** Any form of harassment or discriminatory behavior based on race, ethnicity, gender, sexual orientation, religion, disability, or other protected status.
 - **Substance Misuse:** Consumption or use of illegal substances or alcohol during work hours or in the presence of beneficiaries or other staff members.
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4. Scenarios and Responses

Scenario 1: Suspected Child Neglect

If a social worker suspects a child in the program is being neglected (e.g., malnutrition, unexplained injuries), they must:

1. **Document** the observations in writing, ensuring accuracy and clarity.
2. **Report** the case immediately to the designated safeguarding officer, who will initiate further action.
3. **Avoid** confrontation with the child's parents or caregivers until guidance has been provided by the safeguarding officer.

Scenario 2: Conflict Between Staff Members

If two staff members are involved in a disagreement that affects work dynamics:

1. Both parties should seek mediation through their supervisor or HR representative.
2. If the issue remains unresolved, it should be escalated to the project leader or director for further resolution.

Scenario 3: A Volunteer Crosses Boundaries with a Beneficiary

If a volunteer is suspected of crossing professional boundaries with a beneficiary (e.g., inappropriate personal relationship):

1. The issue must be reported immediately to the project leader or supervisor.

2. Depending on the severity, the volunteer may be given a warning, retrained, or removed from their role to ensure the safety of the beneficiaries and the integrity of the Foundation.
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5. Grievance Mechanism

A. Reporting Violations

Any individual (staff, volunteers, beneficiaries, or community members) can report violations of this Code of Conduct. Concerns can be raised with:

- **Supervisor:** For staff and volunteers, if appropriate.
- **Safeguarding Officer:** For child protection concerns and violations of safeguarding policies.
- **Director:** For serious or unresolved issues.

B. Reporting Channels

Reports can be made through the following confidential channels:

- **Email:** info@brighthousefoundation.org
- **Phone:** +45 53343185
- **Anonymous Reporting Box:** Available at the Foundation's offices for confidential submissions.

C. Investigation Process

1. **Acknowledgment:** All reports will be acknowledged within 48 hours of receipt.
2. **Investigation:** A dedicated team will assess the complaint, conduct interviews, gather evidence, and determine the appropriate course of action.
3. **Resolution:** The outcome will be communicated to the complainant and involved parties within 14 days of the investigation.
4. **Appeal Process:** If the complainant is not satisfied with the outcome, they may appeal the decision within 7 days to the Board of Trustees.

D. Protection Against Retaliation

Bright Home Foundation has a strict non-retaliation policy. Individuals who report violations in good faith will not face retaliation or adverse consequences. Any form of retaliation will be treated as a serious violation of the Code of Conduct.

6. Consequences of Violations

Depending on the nature and severity of the violation, the following actions may be taken:

- **Verbal or Written Warnings:** For minor violations.
- **Suspension:** Temporary suspension from duties while an investigation is conducted.
- **Termination:** Immediate termination for serious violations such as abuse, fraud, or harassment.
- **Legal Action:** In cases of illegal activity, legal action may be pursued in addition to internal disciplinary measures.

7. Partnerships

A. Partnership Expectations

Bright Home Foundation strives to form ethical, transparent, and mutually beneficial partnerships with organizations, businesses, and individuals. When entering partnerships, we expect:

- **Alignment of Values:** Partners should share the Foundation's core values, including respect for human rights, the promotion of inclusion, and a commitment to sustainable development.
- **Transparency:** All partnerships must be based on clear, written agreements that define roles, responsibilities, and expectations.
- **Accountability:** Partners must adhere to legal, ethical, and financial standards that align with our mission and regulatory obligations.
- **Respect for Community Impact:** Partners should ensure that their actions are in the best interest of the communities we serve and are aware of the potential social and environmental impact of their operations.

B. Ethical Standards in Partnerships

- Partners must refrain from actions that could damage the reputation of the Foundation or compromise the integrity of our work.
- Conflicts of interest, financial mismanagement, or any form of unethical behavior must be disclosed and addressed promptly.

8. Donor Relations

A. Ethical Fundraising Practices

Bright Home Foundation is committed to conducting all fundraising activities in a manner that is ethical, transparent, and aligned with our mission. We expect our staff, volunteers, and partners to:

- **Honesty and Transparency:** Provide accurate information to donors about how their funds will be used, and be transparent about the Foundation's needs and goals.
- **Respect for Donor Intent:** Ensure that all donations are used in accordance with the donor's intent and the Foundation's objectives.
- **No Misleading Practices:** Do not engage in any form of coercion or misrepresentation to secure donations.

B. Financial Stewardship

Bright Home Foundation is committed to ensuring that donor funds are used efficiently and effectively to further our mission. All donations will be properly accounted for, and regular financial reports will be made available to donors upon request.

C. Non-Discrimination in Donor Relations

We accept donations from individuals, organizations, and entities without regard to their race, gender, nationality, or other protected characteristics. However, we reserve the right to refuse donations from sources that are incompatible with our mission or that could create conflicts of interest.