

Code of Conduct

Introduction

The East Jerusalem Young Men's Christian Association (EJ-YMCA), is a Palestinian civil society organization, established in 1948, that is committed to empower the young people and their communities living in the conflicted areas of East Jerusalem and the West Bank, so they can make a better life based on social justice and peace. The EJ-YMCA believes in the power of youth, and seeks to unlock their potential by caring for the physical, intellectual, and spiritual aspects of their personal development, to become agents of positive change in their societies.

The EJ-YMCA is deeply rooted in the Palestinian society and runs a variety of programs based on local priorities in areas of: athletics, employment, rehabilitation, advocacy, youth participation, and women empowerment.

Purpose and Scope

The EJ-YMCA wishes to foster its values and principles that are based on universal values of human dignity, peace, and justice in all employees, leaders, and volunteers working towards realizing its mission. The Code of Conduct is binding to all human resources affiliated with the EJ-YMCA Programs and Centers listed below:

- Vocational Training Center in Aqbat Jabr, Jericho.
- 3 Community and Sports Centers: East Jerusalem, Beit Sahour, and Ramallah.
- Women Development Program in Ramallah.
- Rehabilitation Program in Beit Sahour.
- The Joint Advocacy Initiative -in collaboration with the YWCA-, in Beit Sahour.
- Any other Program or Center that the EJ-YMCA aims to establish in the future.

Mission Statement

The EJ-YMCA is a Palestinian non-profit community-based organization whose mission is to develop and empower youth and communities to reach their full potential in mind, body and spirit based on Christian values.

Values and Principles

- To create opportunities for young people's material, social and spiritual development through participative, inclusive, and empowering approaches.
- To commit to work in developmental schemes based on a holistic approach.
- To empower young people so they become active participants in their own, and their community's development.
- To focus on strengthening young people's ability to embrace the rights and responsibilities of citizenship through community participation and advocacy.
- To have a deep commitment to human rights, national rights, justice and peace.
- The EJ-YMCA is a Christian Ecumenical Association that offers equal opportunities to all.
- To have preference to work with the poor, weak, marginalized and disadvantaged communities.
- To be committed to work with gender awareness and sensitivity.
- To be committed to work in partnerships among the EJ-YMCA Programs and Centers and with other organizations.
- To be dedicated to uncompromising quality of work.
- To respect and value diversity which is essential for the success of the EJ-YMCA. This should be reflected not only in the people we serve but also in our staff, volunteers, and Board of Directors.
- To focus on abilities rather than disabilities.
- To be transparent and accountable.

Standards and Desired Behavior

1. Dress code

- All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.
- All clothes must project professionalism. Clothes that are too revealing, or have discernible rips, or are typical in workouts and outdoor activities, or have stamps that are offensive or inappropriate, aren't allowed during working hours. Clothes for workouts are only allowed in Community and Sports Centers.

2. Cyber security and digital devices

a. Internet usage

The EJ-YMCA internet connection is primarily for professional work duties. But, staff can occasionally use the connection for personal purposes as long as they don't interfere with their job responsibilities, and do not slow down the internet connection.

Staff must not use the EJ-YMCA internet connection to:

- Download or upload obscene, offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and gain access to sensitive information.
- Download or upload pirated movies, music, material or software.
- Visit potentially dangerous websites that can compromise the network and computers' safety.
- Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

b. Cell phone

The EJ-YMCA allows the use of personal cell phones in its premises, as long as personal devices do not distract staff from their work or disrupt the workplace. Staff are expected to follow these rules:

- Use the cell phone in a manner that benefits work (business calls, productivity apps, calendars.)
- Keep personal calls brief and use an empty meeting room or common area so as not to disturb other colleagues.
- Avoid playing games on the phone or texting excessively.
- Never use the phone to record confidential information.
- Never record phone calls of beneficiaries or colleagues without acquiring their permission first.

c. EJ-YMCA email

- EJ-YMCA email accounts can only be used for work-related purposes without limitations (e.g. signing up for newsletters and online services that will help staff in their job or professional growth).
- Staff are expected to avoid:
 - Signing up for illegal, unreliable, disreputable or suspect websites and services.
 - Sending unauthorized marketing content or emails.
 - Registering for a competitor's services, unless authorized.
 - Sending insulting or discriminatory messages and content.
 - Spamming other people's emails, including your coworkers.
- In general, staff are encouraged to use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. In cases of ambiguity, concerns must be raised to the IT staff of the EJ-YMCA.
- It is forbidden to use personal email accounts for work purposes.

d. Social media

Using personal social media at work:

Staff are permitted to access their personal accounts at work. But, they are expected to act responsibly, according to the EJ-YMCA's policies and ensure that they stay productive. Specifically, staff must:

- Avoid getting sidetracked by their social platforms.
- Ensure others know that their personal accounts or statements don't represent the EJ-YMCA. For example, use a disclaimer such as "opinions are my own."
- Avoid sharing intellectual property or confidential information. Staff must ask their direct Supervisor or Communication staff first before sharing EJ-YMCA's news that's not officially announced.
- Avoid any defamatory, offensive or derogatory content. The fact which may violate any of the EJ-YMCA's policies if the offensive content is directed towards colleagues, beneficiaries or partners.

Representing the EJ-YMCA through social media:

Staff who handle the EJ-YMCA social media accounts or speak on its behalf, are expected to protect its image and reputation. Specifically, staff should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside their field of expertise when possible.
- Follow the EJ-YMCA's confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Coordinate with the Communication staff, who in his/her turn coordinates with the General Secretary, before sharing any major-impact content, position papers, or materials that make the EJ-YMCA liable towards third parties.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible.

3. Protection of the EJ-YMCA's Property

- Staff should treat all EJ-YMCA property, whether material or intangible, with respect and care.
- Staff should respect all kinds of incorporeal property. This includes copyright and other property (information, reports etc.) Staff should use them only to complete their job duties.
- Staff should protect EJ-YMCA facilities and other material property (e.g. vehicles, machines, office equipment, cell phones provided by the EJ-YMCA) from damage and vandalism, whenever possible.
- Staff who are eligible to receive an EJ-YMCA vehicle, owned or leased, and those who drive one as part of their daily job duties, must abide by the EJ-YMCA Vehicle Policy.

4. Respect in the workplace

- All Staff should respect their colleagues.
- Any kind of discriminatory behavior, bullying, harassment, intimidation, direct insults, malicious gossip or victimization, is forbidden.
- Staff should conform with the EJ-YMCA's values of openness and equal opportunity to all in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.
- Staff must abide by the EJ-YMCA's policy and principles on diversity, equity, and inclusion to ensure that no one is left behind based on age, gender, race, cultural background, career experience, skills, beliefs, or anything else.
- Staff must never be engaged in any act of sexual exploitation and abuse especially within any of the facilities of the EJ-YMCA, or the framework of its programs and interventions, or its beneficiary populations, as clearly defined in the Protection from Sexual Exploitation and Abuse Policy.
- Staff must never be engaged in any sexual relations of any kind within any of the facilities or premises of the EJ-YMCA.
- Staff must abide by the EJ-YMCA Policy for child Protection and make sure to never get engaged in any act, that may harm or abuse a child, whether intentional or non-intentional.

- Alcohol and drugs should not be consumed by staff during working hours.
- Carrying a weapon is not allowed in any of the EJ-YMCA premises or facilities.
- Staff must not smoke inside any of the EJ-YMCA premises or facilities, especially closed areas.

5. Workplace visitors

- Staff who wish to invite a visitor, should ask for permission from the HR staff or direct Supervisor first. Then inform the reception / gate / front office.
- When having office visitors, staff are requested to:
 - Always tend to their visitors (especially when they are underage).
 - Keep their visitors away from areas where there are confidential records or sensitive equipment.
 - Prevent visitors from proselytizing colleagues, gathering donations or requesting participation in activities while on EJ-YMCA premises.
- Anyone who delivers orders, mail or packages for staff should remain at the EJ-YMCA buildings' reception or gate.

6. Solicitation and distribution

Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to the EJ-YMCA (e.g. religious proselytism, asking for petition signatures.)

Distribution means disseminating literature or material for commercial or political purposes.

Solicitation and distribution by non-employees is not allowed in any of the EJ-YMCA workplaces.

Staff may solicit from their colleagues in the following cases only, as long as they do not disturb or distract their colleagues:

- Ask colleagues to help organize events for another staff (e.g. birth of a child, promotion, retiring.)
- Seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by the EJ-YMCA.
- Invite colleagues to staff activities for an authorized non-business purpose (e.g. recreation, volunteering.)

- Ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions.)

7. Anti-corruption

All staff and volunteers must abide by the EJ-YMCA's Anti-Corruption and Fraud Policy, and run operations in an ethical and legal manner. They should also be able to recognize and avoid any corrupt practices while conducting the EJ-YMCA's operations. Such practices may include but are not limited to: any form of conflict of interest; bribes, gifts and hospitalities; allowances; nepotism and favoritism; fraud and embezzlement.

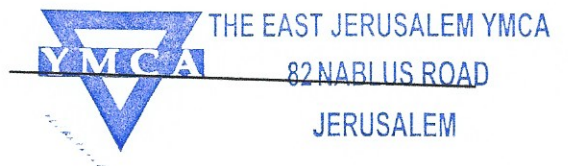
8. Accountability

- Staff and volunteers must abide by the Accountability Framework of the EJ-YMCA and ensure they are responsible for everything they do at the professional level, as well as transparent in their means, and allow for participation and sharing of information.
- Staff, volunteers and stakeholders must abide by the Complaints Mechanism of the EJ-YMCA to file any complaint, whether operational or sensitive.

Breaches to the Code

Failure of any of the EJ-YMCA staff and volunteers, to comply with this Policy will result in appropriate disciplinary action according to the EJ-YMCA Human Resources Manual.

This Policy was endorsed by the Board of Directors in January 2021



The East Jerusalem YMCA

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