

The **Foundation for the Promotion of Human Development and Health(PRO.SA) NGO**

Founded on the 15 November 2001

Head Office: via R. Lepetit, 4 Milan 20124

CODE OF ETHICS AND CONDUCT

INTRODUCTION

The Foundation for Human Development and Health is rooted in the profound conviction that it is the inalienable right of every person to have small or great opportunities to improve their living conditions, in particular the many aspects that relate to the training: from schooling to specialization and health: from nutrition to preventative care and assistance.

The ability to carry out projects in favor of human dignity is not only a way to make it available to resources otherwise inaccessible but it is also, and above all, an act of justice towards those people who have lived, in long centuries of their history, a devastating exploitation without a corresponding return of fundamental welfare.

PRO.SA lives and works in the field of solidarity is doing everything in the area of emergencies and the area of development. It acts as an intermediary, and promotes initiatives, to put in communication, whoever is sensitive and has an open heart with those who are in search and outstretched hands.

PRO.SA intends to be clear and transparent, letting everybody know for what it is: in deep motivation of his own existence, in the pursuit of its core values objectives and standards of behavior towards all stakeholders.

GENERAL ETHICAL PRINCIPLES - Charter of Values -

The general ethical principles identify the core values that inspire the ways of realization of the mission of the Foundation.

Honesty: Request a constant awareness of the ethical significance of their actions and therefore attention not to pursue personal gain or organizational gain, at the expense of existing laws and regulations outlined in the Code of Ethics and Conduct.

Loyalty: to be consistent with the principles of the Code of Ethics and Conduct in the actions that are put in place.

Fairness: to have a professional and responsible approach, aimed at achieving the maximum effectiveness, which responds to the real needs and the needs of those who directly or indirectly benefit from it.

Solidarity and Participation: recognizing the needs of local communities in accordance with their culture, traditions and customs, in a culture of solidarity seeking dialogue and collaboration with the local organizations. Promote forms of development leading to economic self-determination and in respect of human rights.

Non-discrimination: work impartially for the needs of others, paying great attention to the most vulnerable: children, women, elderly, sick and marginalized, without distinction of sex, race, culture or faith. Avoid any type of discrimination against collaborators, employees and volunteers.

Transparency: to ensure transparency, both to donors and beneficiaries; recognizing the need for the accountability of the activities, both financially and on the effectiveness of interventions. Guarantee and respect the privacy, provide adequate information concerning the interventions to all stakeholders of reference: funders, donors, supporters and partners.

Responsibility: being careful administrators of managed funds, keeping operational costs within a minimum level to allocate funds to beneficiaries as efficiently as possible. Recognize in the fundraising activity, the rights of donors to be informed about the organization's mission and the

use of the donations. Recognizing the contribution of the donor is as essential as the achievement of project objectives.

Neutrality: Always work in complete independence from private interests and in autonomy from government policies.

RULES OF CONDUCT FOR INTERNAL AND EXTERNAL RELATIONS

The rules of conduct inspired by the Charter of Values and the mission of the Foundation is governing relationships with:

- Donors
- Partners
- Suppliers
- Employees / Staff / Volunteers / Institutional Bodies
- Beneficiaries
- Press and Media
- Monitoring Bodies

RELATION WITH THE DONORS

Relations with donors are based on the maximum fairness and transparency, for this purpose the Foundation PRO.SA:

- provides documented information on the projects for which funding is required and is always open to dialogue with funders / donors for their better understanding of the project.
- ensures the implementation of the project in a manner consistent with the stated objectives and signed by the donors. In case of variations undertakes to give timely communication through their own means of information and providing documentation proving the causes that led to the changes.
- reports in a transparent and clear way by producing periodic reports especially about the development of the project. Send to all the donors, a quarterly newsletter and the annual Social Balance Budget.
- requires a clear identification of the source of donations. a donation from a source that is not compatible with the Code of Ethics is not accepted.
- while recognizing the importance of donations, maintains organization's independence from the government and or the private interests. Consequently, in the realization of the projects, even variations on the objectives of project subjected to the interests of the lenders are not accepted.
- diversifies the sources of funding through fundraising activities at individual citizens, private organizations, public agencies, businesses and non-profit organizations (NPOs) level, so as to maintain autonomy from them and to ensure the continuity of the organization's activity.
- pays attention to the management of the funds used keeping the operational costs within a minimum level, in order to allocate as much as possible to the beneficiaries.

RELATIONSHIP WITH THE PARTNERS

The choice of partners (organizations or associations) for the realization of shared activities is guided by the following criteria:

- chooses partners on the basis of competence and reliability.

- asks the partner as a prerequisite for any form of collaboration to share its Code of Ethics, the Charter of European NGOs and respect of the UN Charter of Human Rights.
- prefers partnership with those organizations of direct knowledge and kinship and sharing of the purpose of cooperation and the objectives of the projects.
- does not accept impositions by local partners who operate in contrast to the principles expressed in this Code.
- operates with the goal of building long-term relationships based on the actual needs and sustainability of projects.
- provides training, develop skills and create professionalism in local organizations who work with the organization, with the aim of encouraging direct management of the activities and resources from the partners themselves, however, the organization keeps a direct responsibility towards the donor.
- Promotes the co-design and co-management of the activity in case the local partners are able to offer development initiatives, always working with the needs and to the needs identified by the local partners.

RELATIONSHIP WITH SUPPLIERS

In the selection of suppliers, the Foundation PRO.SA must:

- apply the procedures laid down by local authorities, by European Union, the Italian State and the Foundation itself, in the selection and management of its suppliers.
- make the choice of suppliers, as part of the tender procedures for the purchase of goods, works and services, based on objective assessments and in compliance with competitiveness, cost, price.
- require compliance with the terms of the contract, especially as regards the quality, the delivery time, and the final destination of the goods of the project, even in case the supplier makes use of third parties.

RELATIONSHIP WITH CONTRIBUTORS

Relationships with employees, co-workers, volunteers and members of statutory bodies must be based on mutual respect and based on a codified set of rights and duties. In particular:

Duties of the Foundation PRO.SA:

- offers to all operators the same opportunities for professional growth, based on merit, without discrimination of sex, age, disability, culture, religion, nationality, political opinions, race or unions.
- pursues the continuous improvement of the skills of each individual, encouraging the training and information processes.
- transparently communicates the programs and objectives of medium or long term and ensure the dissemination of the Code of Ethics.
- ensures the health and safety of employees, as part of their work, including through the stipulation of specific insurances.
- promotes the participation and involvement of co-workers in the management of the organization and its programs by recognizing their fundamental role to the development of the Foundation.
- recognizes the commitment and professionalism of its employees through career development paths, without any discrimination. Recognizing also remuneration

commensurate with levels of responsibility and professionalism in the various roles of the organization.

- promotes opportunities for discussion and dialogue, open to all members of the organization, considering the difference as a constructive and functional tool for the pursuit of a cooperative atmosphere and the effective and efficient management of activities carried out by the organization.
- respects international standards concerning working conditions and the basic rights of the labor, including: freedom of association, right to organization, equal opportunities and equal treatment, and other standards promoted and pursued by the International Labor Organization (ILO).

Duties of employees:

- perform the functions entrusted in accordance with the procedures, regulations and the Code of Ethics.
- have strict confidentiality about any kind of facts, information, and documentation produced or any news while carrying out their assignment.
- recognize the exclusive property right of the Foundation PRO.SA for any material documentation produced in its functional exercise.
- behave consistently with the mission of the organization in the use of economic and financial resources and tangible assets of the Foundation, maintaining a moderate style in employee activities.
- demonstrate a collaborative spirit, adapting flexibly to the operational needs of the organization, while respecting the rights and obligations under the employee contract.
- the person who is a potential carrier of a conflict of interest must report the situation immediately to the supervisor, which in turn will review the case with the Board of Directors.
- transparency and fairness in dealings with third parties, avoiding any form of corruption. Acts of hospitality and courtesy are only allowed in the case do not compromise the integrity and reputation of the Foundation PRO.SA.

In particular, employees who work abroad are asked to:

- perform their duties with the maximum respect for the laws, culture and local practices.
- abstain from disrespectful behavior towards the institutions, partners, and local staff.
- adequately represent the Foundation PRO.SA in the country where they operate towards the beneficiaries, partners, local institutions and international ones.
- play an active role in the promotion of the Foundation and its activities.

RELATION WITH THE BENEFICIARIES

In its relations with the beneficiaries, the Foundation PRO.SA must:

- inform beneficiaries about the ethical principles inspiring employees and partners as well as on the activities, donors involved in and the resources used in.
- ensure access to services and activities implemented by the project (shelter, social and health care, education, training, education and development) to all beneficiaries, without discrimination of race, social class, gender, age, religion, culture and ideology.

- encourage the creation of groups of beneficiaries, who can express their judgment and provide feedback on the development of the project activities and quality of the services provided.
- within the objectives of the projects, must engage in the best possible service to provide a quality level adequate and appropriate to the situation and to the local management capacity.

RELATIONSHIP WITH THE PRESS AND MEDIA

The external communications must be:

- truthful
- verifiable
- not aggressive
- Respectful of the rights and dignity of the person

RELATIONSHIP WITH THE BOARD OF CONTROL

The relationships with the individuals who carry out monitoring and review should be based on the principles of:

- timeliness
- honesty
- transparency